Ingenico 5310

Payment Platform For

Emergis

User Manual

ingenico

Merchant name:	Merchant ID:
Terminal ID:	
Enter here the Ethernet information if applicable:	
Enter here the dial information if applicable:	

Ingenico 5310 Payment Platform User Manual for Emergis Host
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Welcome

Welcome!

See Set-up Steps on page 10 to jump right into the terminal set-up.

This Manual is a reference document aimed at retailers who want to operate the following **Ingenico** 5310 terminal loaded with the **Ingenico Payment Platform Application**.

The Ingenico 5310 is a secure hand-over dial and IP terminal for electronic transaction acceptance and processing.

The Payment Platform Application is a state-of-the-art software application that provides menu-driven selection, debit and credit transaction processing, end-of-day settlement and several customizable features.

See the table of contents on page vii below and **Introduction** (on page 9) for more details.

We strive to provide a complete and helpful manual, but if you notice something that should be corrected, or if you would like to make any suggestions, please write or e-mail us at the address below. Include the following in your correspondence:

- The suggestion or correction
- The section name and page number
- Your manual release date: *November 11, 2006*
- The version of your application software (see page 19 on how to obtain the version number)

Please send your e-mail message or letter to:

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E-mail address:

helpdesk.ca@ingenico.com

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Introduction

See Set-up Steps on page 10 to jump right into the terminal set-up.

The User Manual is organized as follows:

- The table of contents is on page vii;
- **Introduction** – this chapter;
- **Configuration** – new terminal configuration and its reconfiguration;
- **Financial Transactions** – the transaction flows and receipts;
- **Business Functions** – close batch performed at the end of a business day, transaction inquiry and batch totals;
- **Issues and Solutions** – issues and possible solutions together with terminal error messages;
- **Index** – alphabetic list of topics covered in the manual.

Finding Information

To locate a topic, try first the table of contents on page vii above.

If you wish to know about a specific error message, try **Terminal Error Messages** (on page 84).

If you do not have the exact text of the topic or error message, try the **Index** (on page 89) for entries that are similar to the information you need.

Help Desk Information

Help Desk telephone number: Help Desk e-mail address:

Set-up Steps

To perform these steps:	...Refer to these titles:
1. Take the terminal and components out of the box. 2. Verify the items delivered: the installation guide (in the box) lists them. 3. Determine the terminal location if you had not done it yet.	**Terminal** on page 11 **External Pinpad** on page 12
For Ethernet communication: 4. Complete the cable connections for Ethernet.	**Connections** on page 13
For dial communication: 5. Complete cable connections for dial.	**Connections** on page 13
6. Power up the terminal.	**Start-up Messages** on page 19
7. Change the default password (“123456”).	**Change Password** on page 19
8. Adjust date and time if not set to current date and time.	**Date and Time Display** on page 33
For Ethernet communication: 9. Enter the Ethernet parameters.	**Ethernet Configuration – Standard** on page 20
For dial communication: 10. Enter the dial parameters.	**Dial Configuration** on page 21
11. Perform a parameter initialization with the host.	**Terminal Initialization** on page 27
12. Perform a key exchange if debit cards are to be accepted.	**Key Exchange** on page 28
13. Perform training transactions to understand how the terminal works.	**Training Before Going Live** on page 40
At this point, the terminal is ready to perform debit and credit transactions. You may further customize the terminal to your needs: continue with the following steps.	**Financial Transactions** on page 37
14. Define which options will have password control.	**Password Control** on page 28
15. Learn how to lock and unlock the terminal.	**Lock Terminal** on page 29 **Unlock Terminal** on page 29
16. Configure the other parameters.	**Other Configuration Parameters** on page 25
17. Print parameters and help lists (optional).	**Terminal Configuration List** on page 33 **Terminal Help List** on page 35
18. Configure the backlight (optional).	**Backlight** on page 30
19. Change the language for displays, receipts and reports (optional).	**Terminal Language – English or French** on page 30
20. Configure the printer and the receipts.	**Printer and Receipt Configuration** on page 31

Configuration

Hardware Set-up

Terminal

Ingenico 5310

Terminal components:

- *LCD display with backlight* – the liquid crystal display has a configurable backlight feature (see instructions on page 30);
- *Screen-addressable function keys* – these three function keys are located below the display and allow easy menu selection and screen navigation;
- *Keyboard* – the number keys are arranged in the same fashion as a telephone (see keyboard backlight on page 30). Both number and letter entry are enabled where required (see data entry on page 17);
- *Bi-directional MSR* – the magnetic stripe reader allows card swipe in both directions. When the card is swiped, the card magnetic stripe must face the terminal;
- *Thermal printer* – the thermal printer is integrated to the terminal (see paper loading on page 15).

Base Unit – i5310

i5310 and Base

The terminal is connected to the base via a curly cable. The terminal can be removed from the base and passed to the customer when they enter a PIN or answer to other customer prompts during a financial transaction.

The terminal should stay on the base when not in use.

External Pinpad

i3050 Pinpad

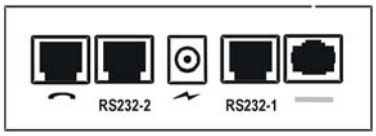
Your configuration may include an optional Pinpad – the i3050. If this is the case, the customer enters their PIN and the other information at the external Pinpad.

i3050 Pinpad features:

- *LCD display* – liquid crystal display;
- Keyboard – the number keys are arranged in the same fashion as a telephone.

Connections

Connectors at the Back of the Base



Power off the terminal before doing any change to the terminal connections.

To connect the optional external Pinpad if your configuration has one (see **External Pinpad**, on page 12):

1. Plug one end of the Pinpad cable into the port RS232-1. Plug the other end into the Pinpad.

To connect the terminal for dial (either dial configuration or Ethernet configuration with dial backup):

2. Plug one end of the telephone cable into the port ☎. Plug the other end to a wall telephone jack.

If you have the Ethernet configuration, there is a Plug-It module Plug It attached to the bottom of your terminal. In addition, you were supplied with an Ethernet cable adaptor used for the Ethernet connection.

To connect the terminal for Ethernet communication:

3. Plug one end of the Ethernet cable adaptor into the Ethernet port (marked with a yellow band, beside the RS232-1). Connect the other end of the Ethernet cable adaptor to a standard Ethernet cable. Plug the other end of the standard Ethernet cable to a wall Ethernet jack.

To apply power to the terminal:

4. Connect one end of the terminal power cable to the power connector ⚡ on the base and the other end to the power supply (see picture on the left).

5. Connect the other cable to the power supply and connect the twin pronged electrical plug to a wall electric socket to power up the terminal.

   When power is applied, the terminal starts displaying the messages listed in **Start-up Messages** (on page 19).

You must use the power supply that comes with the terminal. Many power supplies appear similar and plug into the terminal unit but will not work properly, causing erratic behaviour or damaging the terminal.

Installing and Charging the Battery – i7780

This chapter does not apply to your configuration.

Base Configuration – i7780

This chapter does not apply to your configuration.

Assuring Signal Strength is Appropriate – i7780

This chapter does not apply to your configuration.

Maintenance and Operating Conditions

Always use the system components within the specified conditions. Always use the correct supplies. Misuse of the system components or the use of incorrect supplies may result in equipment damage.

You can perform the maintenance described below on site:

- **Terminal Cleaning** (below);
- **Paper Roll Replacement** (on page 15).

For any other maintenance issue, call the Help Desk (on page 9).

The terminal is specified to operate under these conditions:

- *Temperature*: +5 to +40 degrees Celsius (+40 to +104 Fahrenheit)
- *Humidity*: 20% to 90% relative humidity, with no condensation
- *Storage temperature*: -20 to +70 degrees Celsius (-2 to +158 Fahrenheit)

Do not spill liquids on the system components.

Terminal Cleaning

Power off the terminal before cleaning.

Clean the outside of the terminal with a soft cloth moistened just with water or with a mild solution made of window cleaning and water.

If the cleaning liquid applied to the terminal does not dry within one minute, dry the terminal with a soft cloth.

Never spray cleaning solution directly on the terminal as drops may enter the unit and damage it.

Do not use:

- Isopropyl alcohol-based cleaning products
- Abrasives

Paper Roll Replacement

The following diagram shows the terminal paper compartment.

The paper roll usually has a low paper warning. When a red stripe appears on your receipts or reports, it is time to replace the paper roll:

1. Open the cover of the paper compartment by pushing the lid opening button towards the back of the terminal.
2. Lift up the empty roll and remove it.
3. Place the new paper roll into the compartment.
4. Close the paper compartment making sure the paper end stays outside.
5. Press **[↑]** a few times to verify that the paper advances correctly.
6. Tear off the excess of paper coming out from the printer.

Always use thermal paper having these specifications:

- Single ply thermal sensitive – POS or facsimile grade.
- *Basis Weight* (lb/rm 17 in x 22 in - 500) --- 14.5 +/- 5 % (GSM) --- 55 +/- 5 %
- *Calliper* 2.4 +/- 0.2 mils or 60 +/- 5 microns
- *Brightness* min. 85 %
- *Smoothness (Bekk Minimum)* 300 s
- *Roll Width* 2.28 +/- 0.040 in (58 mm 1.0 mm)
- *Roll diameter* 1.97 in (50 mm) maximum
- *Roll core ID* 0.500 in (13 mm) nominal
- *Roll core OD* 0.625 in (16 mm) nominal

Recommended brands:

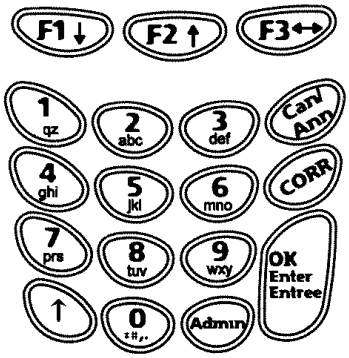
- KANZAN KF50
- KOEHLER KT55HS01
- JUJO AF50KS-E
- MITSUBISHI P6402

When stored, thermal paper should not be exposed to:

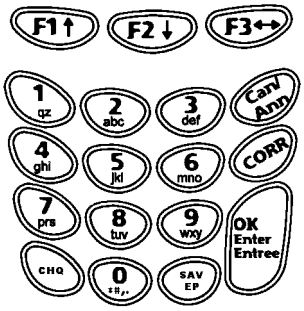
- Vinyl, plastics, adhesives, shrink-wraps, wet-toner copies or certain carbon papers
- Fluorescent light, UV light
- High humidity (above 65% relative humidity)
- Temperatures above 25 degrees Celsius (72 degrees Fahrenheit)

Keyboard

Ingenico 5310 Keyboard



Ingenico 3050 Keyboard



Data Entry Keys

Data Entry Key	Description
[1 QZ]	Number 1, space, and letters Q, Z.
[2 ABC]	Number 2 and letters A, B, C.
[3 DEF]	Number 3 and letters D, E, F.
[4 GHI]	Number 4 and letters G, H, I.
[5 JKL]	Number 5 and letters J, K, L.
[6 MNO]	Number 6 and letters M, N, O.
[7 PRS]	Number 7 and letters P, R, S.
[8 TUV]	Number 8 and letters T, U, V.
[9 WXY]	Number 9 and letters W, X, Y.
[0 * # , .]	Number 0 and the special characters “asterisk”, “pound sign”, “comma” and “period”.

The letters in the table above are used only for those terminal prompts where alphanumeric data entry is performed. You do this by using the **[ADMIN]** key together with the data entry keys. The following example shows how to enter the alphanumeric sequence “D1N33”:

Key Pressed	Text Displayed	Description
	(Blank)	The initial display is empty in this example.
[3]	3	“3” is the digit key initially pressed when entering the letter D.
[ADMIN]	D	**[ADMIN]** displays the next letter in the sequence: D.
[1]	D1	
[6]	D16	“6” is the digit key initially pressed when entering the letter N.
[ADMIN]	D1M	**[ADMIN]** displays the next letter in the sequence: M.
[ADMIN]	D1N	**[ADMIN]** displays the next letter in the sequence: N.
[3]	D1N3	
[3]	D1N33	Data entry is complete: “D1N33”.
[OK]	(Next prompt)	**[OK]** is pressed to accept data entry, taking the terminal to the next prompt.

Function Keys

Function Key	Description
[CAN/ANN]	The Cancel (red) key cancels the current transaction or function (see **Cancelling a Transaction,** on page 39).
[CORR]	The Correction (yellow) key is used: • To correct an entry. It erases the last letter or number entered; • At certain prompts directed to the customer, the Correction key leads to the previous prompt, allowing the customer to correct a previous entry; • During PIN entry, the Correction key erases the customer PIN entirely or, if there is no PIN displayed, it leads the customer to the previous prompt.
[OK]	The OK (green) key is used to accept the information entered at a prompt or to confirm an option.
[↑]	The Paper Feed key advances the paper roll when at the idle screen.
[ADMIN]	When pressed at the idle screen, the Admin key leads to the administrative function menu. At prompts requiring entry of letters or special characters, this key switches between the letters/special characters available. See **Data Entry Keys** (on page 17) for more.

The following function keys are present on the i3050 only:

Function Key	Description
[CHQ]	This key is used to select the chequing account during a debit transaction.
[SAV/EP]	This key is used to select the savings account during a debit transaction.

Screen-addressable Function Keys

The terminal has three screen-addressable function keys located below the display. The application uses only the two side keys. The middle key is not used. Those keys are used to:

- Scroll up and down when menus are displayed (referred to as **[▲]** and **[▼]**);
- Select between two options displayed.

Whenever a screen-addressable function key is mentioned in the manual, the option or menu text is used to refer to the key, for example: “Select **[YES]** to enable tip entry or **[NO]** otherwise”. In this example, the terminal displays YES on the left and NO on the right.

Special Key Sequences

The following key sequences, enabled at the idle screen, allow easy access to these options:

- *Help List* – by pressing **[ADMIN]** followed by **[0]**;
- *Change terminal Language* – by pressing **[ADMIN]** followed by **[1]**;
- *Reprint last receipt or report* – by pressing **[ADMIN]** followed by **[2]**;
- *Backlight* – by pressing **[ADMIN]** followed by **[3]**;
- *Date and time* – by pressing **[ADMIN]** followed by **[4]**.

When the terminal is locked, print help list, change language, backlight and display date can still be performed without entering the password.

Software Set-up

Start-up Messages

When the power cord is connected, the terminal displays several Operating System messages before displaying the application messages below.

i5310 PPPPP-VVVV	1. The application part and version numbers are displayed: PPPPP – the Ingenico part number VVVV – the application version number
YYYY/MM/DD HH:MM TERMINAL INITIALIZATION REQUIRED	2. A new terminal displays this idle screen if it has never been initialized before. In this case, follow the steps described in **Set-up Steps** on page 10. The terminal also displays this idle screen after you change the communication option from dial to Ethernet or vice-versa. In this case, make sure the communication parameters are configured correctly (see **Ethernet Configuration – Standard** on page 20 and **Dial Configuration** on page 21), check the cable connections (**Connections** on page 13) and perform an initialization (**Terminal Initialization** on page 27).
SALE PRE-AUTH PRE-AUTH COMP ▼REFUND ▲	3. The terminal displays this idle screen if it is ready to perform transactions.
YYYY/MM/DD HH:MM LOCKED ENTER MANAGER PASSWORD	4. The terminal displays this idle screen if it was locked. See **Unlock Terminal** on page 29.

Change Password

SALE PRE-AUTH PRE-AUTH COMP ▼REFUND ▲	1. At the idle screen, press **[ADMIN]**. If the terminal displays `LOCKED, ENTER MANAGER PASSWORD`, see **Unlock Terminal** (on page 29); If the terminal displays `TERMINAL INITIALIZATION REQUIRED`, no prior action is required. Start from step 1 above to change the password; If your terminal is new, only the change password option is available. You must set up your password before continuing.
ADMIN - SELECT REPORTS OTHER	2. Select **[OTHER]**.
TERMINAL INIT KEY EXCHANGE TERMINAL CONFG ▼CHANGE MGR PWD▲	3. Use **[▼]** to highlight `CHANGE MGR PWD` (change manager password), then press **[OK]**.
CURRENT PASSWORD ********	4. Enter the current password or, if the terminal is new, enter “123456” (the default).
NEW PASSWORD ********	5. Enter your own choice for the password (4 to 8 digits). The password must be different than “123456”.

```
      REPEAT
  NEW PASSWORD

      ********
```

6. Re-enter the password entered in step 5.
7. The “admin – other” menu is displayed. Press **[CAN/ANN]** to return to the idle screen.

If the terminal is new and you changed the password for the first time, continue following the steps in **Set-up Steps** (on page 10 above).

Depending on the way you configure your terminal, you may not use the password often. It is a good practice to write it down and keep it in a safe place, away from the terminal and not accessible to the persons who operate it.

Use a password that cannot be uncovered easily, for example: different digits not ordered in any logic sequence.

If you forget the password, call the Help Desk (see page 9).

Ethernet Configuration – Standard

To keep the displayed parameter unchanged, just press [OK] without changing the current parameter value.

Follow these steps if your terminal is to connect to the host using the standard Ethernet connection to the Ingenico host. See **Dial Configuration** on page 21 if the connection is dial.

Use the procedure in **Ethernet Configuration – Customized (by Help Desk)** on page 22 only if the standard procedure below does not work for your site and only after receiving directions from the Help Desk.

```
 SALE
 PRE-AUTH
 PRE-AUTH COMP
▼REFUND          ▲
```

1. At the idle screen, press **[ADMIN]**. The terminal may display the message `TERMINAL INITIALIZATION REQUIRED` rather than the menu shown on the left.

```
  ADMIN - SELECT

REPORTS    OTHER
```

2. Select **[OTHER]**.

```
 TERMINAL INIT
 KEY EXCHANGE
 TERMINAL CONFG
▼CHANGE MGR PWD▲
```

3. Use **[▼]** to highlight `TERMINAL CONFG` (terminal configuration), then press **[OK]**.
4. Enter the password (configurable; see page 29).

```
 CONFIG - SELECT

COMM       OTHER
```

5. Select **[COMM]**.

```
       COMM TYPE
            DIAL

DIAL    ETHERNET
```

6. Select **[ETHERNET]**. The terminal displays the currently configured connection type – `DIAL`.

You must perform an initialization after switching between DIAL and ETHERNET or vice-versa. See **Terminal Initialization** on page 27.

```
ETHERNET SETUP
 TERMINAL SETUP
 HOST SETUP
▼DNS SETUP       ▲
```

7. Use **[▼]** to highlight `HOST SETUP`, then press **[OK]**.

```
HOST SETUP
 INGENICO HOST
 CUSTOM
▼                ▲
```

8. Select **[INGENICO HOST]**, then press **[OK]**.

The data configured in the terminal memory for the Ingenico host is:

Host Name:	inggw.com
Port:	443 for i5310 v1.11; 9099 for all other i5310 versions
Port:	9099 for 5100 and 7780
IP Addressing:	Dynamic

```
ETHERNET SETUP
 TERMINAL SETUP
 HOST SETUP
▼DNS SETUP       ▲
```

9. Press **[CAN/ANN]** until PLEASE WAIT is shown.

```
INGENICO HOST
CONNECTION OK
PRESS OK TO CONT
```

10. The terminal tries the internet connection and displays this message if the connection is successful. Press **[OK]**.
11. Press **[CAN/ANN]** to return to the idle screen.

If the terminal is new, continue following the steps in **Set-up Steps** (on page 10 above).

Dial Configuration

To keep the displayed parameter unchanged, just press [OK] without changing the current parameter value.

Follow these steps if your terminal is to connect the host using dial communication. See **Ethernet Configuration – Customized (by Help Desk)** on page 22 or **Ethernet Configuration – Standard** on page 20 if the communication is Ethernet.

```
 SALE
 PRE-AUTH
 PRE-AUTH COMP
▼REFUND          ▲
```

1. At the idle screen, press **[ADMIN]**. The terminal may display the message `TERMINAL INITIALIZATION REQUIRED` rather than the menu shown on the left.

```
  ADMIN - SELECT

REPORTS     OTHER
```

2. Select **[OTHER]**.

```
 TERMINAL INIT
 KEY EXCHANGE
 TERMINAL CONFG
▼CHANGE MGR PWD▲
```

3. Use **[▼]** to highlight `TERMINAL CONFG` (terminal configuration), then press **[OK]**.
4. Enter the password (configurable; see page 29).

```
 CONFIG - SELECT

COMM        OTHER
```

5. Select **[COMM]**.

```
        COMM TYPE
             DIAL

DIAL     ETHERNET
```

6. Select **[DIAL]**. The terminal displays the currently configured connection type – `DIAL`.

You must perform an initialization after switching between DIAL and ETHERNET or vice-versa. See **Terminal Initialization** on page 27.

```
    CHANGE PREFIX
              *99

YES            NO
```

7. Select **[YES]** to erase the current dial prefix (`*99` in the example) and enter a new one (next step 8) or **[NO]** if no change is needed (next step 9).

DIAL PREFIX *99	8. Enter the new dial prefix or press **[OK]** without entering any value if the current dial prefix is to be cleared. The terminal dials this prefix before the host telephone number. The line detection option affects this parameter (below). If connected to a PBX-type telephone system, the dial prefix is the digit sequence used to obtain an "external line". In addition to the digits (0 to 9), you can enter: A comma "**,**" to make a pause or delay before dialing the next digit; An asterisk "*****" to disable any special telephone services of your dial line. For example, if you subscribe to the "Call Answer" service, entering an asterisk sets the line to the normal dial tone so that the terminal can dial out.
DIAL TYPE TONE TONE PULSE	9. Select **[TONE]** for a tone-type telephone or **[PULSE]** if your line is of the pulse type. The terminal displays the current value – TONE.
LINE DETECTION YES YES NO	10. Select **[YES]** if the terminal is to check if a telephone line is connected or **[NO]** if no check is needed. A check is done before the prefix and the telephone number is dialed. The terminal displays the current value – YES.
BAUD RATE 1200 1200 2400	11. Select the baud rate: either **[1200]** or **[2400]**. See page iii for the merchant specific information. The terminal displays the current value – 1200. 12. The "config – select" menu is displayed. Press **[CAN/ANN]** to return to the idle screen.

If the terminal is new, continue following the steps in **Set-up Steps** (on page 10).

Ethernet Configuration – Customized (by Help Desk)

The customized set-up is to be performed only with the assistance of the Help Desk (see page 9).

To keep the displayed parameter unchanged, just press [OK] without changing the current parameter value.

Follow these steps after contacting the Help Desk (see page 9) and if the procedure described in **Ethernet Configuration – Standard** on page 20 does not work for your case.

SALE PRE-AUTH PRE-AUTH COMP ▼REFUND ▲	1. At the idle screen, press **[ADMIN]**. The terminal may display the message TERMINAL INITIALIZATION REQUIRED rather than the menu shown on the left.
ADMIN - SELECT REPORTS OTHER	2. Select **[OTHER]**.
TERMINAL INIT KEY EXCHANGE TERMINAL CONFG ▼CHANGE MGR PWD▲	3. Use **[▼]** to highlight TERMINAL CONFG (terminal configuration), then press **[OK]**. 4. Enter the password (configurable; see page 29).
CONFIG - SELECT COMM OTHER	5. Select **[COMM]**.
COMM TYPE DIAL DIAL ETHERNET	6. Select **[ETHERNET]**. The terminal displays the currently configured connection type – DIAL.

You must perform an initialization after switching between DIAL and ETHERNET or vice-versa. See **Terminal Initialization** on page 27.

```
ETHERNET SETUP
 TERMINAL SETUP
 HOST SETUP
▼DNS SETUP       ▲
```

7. Press **[OK]** to select TERMINAL SETUP. The terminal displays the "terminal setup" menu below.

```
TERMINAL SETUP
 TERMINAL TYPE
 TERMINAL ADDR
▼MASK ID         ▲
```

8. Press **[OK]** to select TERMINAL TYPE. The remaining options in this menu (TERMINAL ADDR, MASK ID and GATEWAY) are displayed if the terminal type is currently set to static.

```
TERMINAL TYPE
 STATIC
 DYNAMIC
▼                ▲
```

9. Select **[STATIC]** for static internet address (dynamic address is described on page 20).

```
TERMINAL SETUP
 TERMINAL TYPE _
 TERMINAL ADDR
▼MASK ID         ▲
```

10. Use **[▼]** to highlight TERMINAL ADDR (terminal address), then press **[OK]**.

```
   ENTER TERMINAL
         ADDRESS
      11.12.13.14
```

11. Enter the terminal IP address (11.12.13.14 in the example). This is the IP address used by the terminal.

```
TERMINAL SETUP
 TERMINAL TYPE
 TERMINAL ADDR
▼MASK ID         ▲
```

12. Use **[▼]** to highlight MASK ID, then press **[OK]**.

```
    ENTER MASK ID

   255.255.255.10
```

13. Enter the terminal mask ID (11.12.13.14 in the example).

```
TERMINAL SETUP
 TERMINAL TYPE
 TERMINAL ADDR
▼MASK ID         ▲
```

14. Use **[▼]** to highlight GATEWAY (terminal gateway), then press **[OK]**.

```
    ENTER GATEWAY
         ADDRESS
      11.12.13.14
```

15. Enter the gateway address (11.12.13.14 in the example).
16. The "terminal setup" menu is displayed. Press **[CAN/ANN]** to return to the "Ethernet setup" menu.

```
ETHERNET SETUP
 TERMINAL SETUP
 HOST SETUP
▼DNS SETUP       ▲
```

17. Use **[▼]** to highlight HOST SETUP, then press **[OK]**.

```
HOST SETUP
 INGENICO HOST
 CUSTOM
▼                ▲
```

18. Select **[INGENICO HOST]** (next step 30) to use the Ingenico host or **[CUSTOM]** enter a different host (next step 19).

The data configured in the terminal memory for the Ingenico host is:

IP address:	216.254.134.046
Port:	443 for i5310 v1.11; 9099 for all other i5310 versions
Port:	9099 for 5100 and 7780
Addressing:	Dynamic

```
CUSTOM
 HOST ENTRY
 HOST NAME
▼PORT NUMBER     ▲
```

19. Displayed for custom host option. Press **[OK]** to select HOST ENTRY.

```
        HOST ENTRY
              NAME

NAME       ADDRESS
```

20. Displayed for custom host option. Select **[NAME]** to enter a host name (next step 21) or **[ADDRESS]** to enter a host IP address (next step 22). The terminal displays the current option – NAME.

```
        HOST NAME

        INGGW.COM
```

21. Displayed for the name option. Enter the host name or press **[OK]** to keep the value displayed (INGGW.COM in the example).

```
      HOST ADDRESS

       11.12.13.14
```

22. Displayed for the address option. Enter the host IP address or press **[OK]** to keep the value displayed (11.12.13.14 in the example).

CUSTOM **HOST ENTRY** HOST NAME ▼PORT NUMBER ▲	23. Displayed for custom host option. Use **[▼]** to highlight HOST NAME, then press **[OK]**.
HOST NAME INGGW.COM	24. Displayed for the custom host option. Enter the host name or press **[OK]** to keep the value displayed (INGGW.COM in the example).
CUSTOM **HOST ENTRY** HOST NAME ▼PORT NUMBER ▲	25. Displayed for custom host option. Use **[▼]** to highlight PORT NUMBER, then press **[OK]**.
PORT NUMBER 443	26. Displayed for the custom host option. Enter the port number or press **[OK]** to keep the value displayed (443 in the example).
CUSTOM **HOST ENTRY** HOST NAME ▼PORT NUMBER ▲	27. Displayed for custom host option. Use **[▼]** to highlight ENABLE SSL, then press **[OK]**.
ENABLE SSL ON ON OFF	28. Displayed for the custom host option. Select **[ON]** for SSL (Secure Socket Layer) enabled or **[OFF]** for SSL disabled. 29. The “custom” menu is displayed. Press **[CAN/ANN]** until the “Ethernet setup” menu is displayed.
ETHERNET SETUP **TERMINAL SETUP** HOST SETUP ▼DNS SETUP ▲	30. Use **[▼]** to highlight DNS SETUP, then press **[OK]**.
DNS SETUP **AUTOMATIC DNS** ▼ ▲	31. If this option is displayed, press **[OK]** to select AUTOMATIC DNS, then select **[NO]** for non-automatic DNS.
DNS SETUP **PRIM ADDRESS** SEC ADDRESS ▼ ▲	32. Press **[OK]** to select PRIM ADDRESS.
ENTER PRIMARY ADDRESS 11.12.13.14	33. Enter the terminal primary address (11.12.13.14 in the example).
DNS SETUP **PRIM ADDRESS** SEC ADDRESS ▼ ▲	34. Use **[▼]** to highlight SEC ADDRESS, then press **[OK]**.
ENTER SECONDARY ADDRESS 11.12.13.14	35. Enter the terminal secondary address (11.12.13.14 in the example). 36. The “DNS setup” menu is displayed. Press **[CAN/ANN]** to return to the “Ethernet setup” menu.
ETHERNET SETUP **TERMINAL SETUP** HOST SETUP ▼DNS SETUP ▲	37. Use **[▼]** to highlight PING, then press **[OK]**.
ENTER IP ADDRESS OR BY NAME 11.12.13.14	38. Enter the ping IP address (11.12.13.14 in the example).
PING OK PRESS OK	39. The terminal tries the ping as configured and displays this message if successful. 40. Press **[OK]** to return to the “Ethernet setup” menu.
ETHERNET SETUP **TERMINAL SETUP** HOST SETUP ▼DNS SETUP ▲	41. Use **[▼]** to highlight CONNCT TIMEOUT (connection time-out) then press **[OK]**.

CONNECTION TIMEOUT? 30	42. Enter the connection timer – from 5 to 90 seconds (30 in the example).
ETHERNET SETUP **TERMINAL SETUP** HOST SETUP ▼DNS SETUP ▲	43. Use **[▼]** to highlight RETRY TIMER, then press **[OK]**.
TCP RETRY TIMEOUT? 30	44. Enter the TCP retry timer – from 5 to 90 seconds (30 in the example). 45. The "Ethernet setup" menu is displayed. Press **[CAN/ANN]** to return to the idle screen.
INGENICO HOST CONNECTION OK PRESS OK TO CONT	46. The terminal tries the internet connection and displays this message if the connection is successful. Press **[OK]**. 47. Press **[CAN/ANN]** to return to the idle screen.

If the terminal is new, continue following the steps in **Set-up Steps** (on page 10 above).

Other Configuration Parameters

To keep the displayed parameter unchanged, just press [OK] without changing the current parameter value.

Follow these steps to configure certain parameters not related to communication.

SALE PRE-AUTH PRE-AUTH COMP ▼REFUND ▲	1. At the idle screen, press **[ADMIN]**. The terminal may display the message TERMINAL INITIALIZATION REQUIRED rather than the menu shown on the left.
CONFIG - SELECT COMM OTHER	2. Select **[OTHER]**.
TIP ENTRY NO YES NO	3. Select **[YES]** if your business environment requires tip entry or **[NO]** otherwise. The terminal displays the current value – NO.
CASHBACK NO YES NO	4. Select the cashback option: **[YES]** – if your business environment allows for cashback as part of debit sale transactions (next step 5; **[NO]** – for "no cashback" (next step: 6). The terminal displays the current value – NO.
CASHBACK LIMIT $20.00	5. Enter the maximum cashback amount. You may press **[OK]** to keep the value displayed ($20.00 in the example). Entering a zero limit is the same as selecting **[NO]** at step 4.
CLERK ID NO YES NO	6. Select **[YES]** if your business environment requires keeping track of financial transactions by staff member (or clerk ID). The clerk ID is entered at each financial transactions and is printed on receipts and certain reports. Select **[NO]** not to control transactions by clerk ID.
	7. (Please skip this step).

```
CREDIT CRD CHECK
 ECHO CARD #
 LAST 4 DIGITS
▼NO CHECK      ▲
```

8. Use **[▼]** and **[▲]** to highlight the desired type of credit card security and press **[OK]**.
   The credit card security check is used to verify the card number when a credit card is swiped for sale, forced post and pre-authorization transactions. The options are:
   - `ECHO CARD #` – the credit card number is displayed after the card swipe. You compare the number read by the terminal with the number embossed on the card;
   - `LAST 4 DIGITS` – you enter the last 4 digits embossed on the card. The terminal compares it with the number read from the card. The error message `DIGITS DO NOT MATCH` is displayed if they are not the same;
   - `NO CHECK` – no security check is performed.

   See also **Security Check on Swiped Credit Cards** (on page 39).

```
    TAKE IMPRINT
             YES

YES             NO
```

9. Select **[YES]** to display the "take imprint" warning message during manually entered credit sales, forced posts and pre-authorizations. Select **[NO]** if the message is not to be displayed. The terminal displays the current value – `YES`. See also **Manual Entry of Credit Cards** (on page 39).

```
    TERMINAL DATE
      (YYYYMMDD)

        20060219
```

10. Enter the current date (to set the internal clock) or press **[OK]** to keep the displayed date (`20060219` in the example).

```
    TERMINAL TIME
          (HHMM)

            1345
```

11. Enter the current time or press **[OK]** to keep the displayed time (`1345` in the example). The time is entered in a 24-hour format.

```
APPLICATION TYPE
 DEBIT/CREDIT
 DEBIT ONLY
▼CREDIT ONLY   ▲
```

12. Select the desired combination of payment types. The terminal highlights the current value – `DEBIT/CREDIT`. This parameter establishes the tender types accepted by your business:
    - `DEBIT/CREDIT` – the terminal accepts debit and credit cards (next step 13);
    - `DEBIT ONLY` – the terminal accepts debit cards (next step 14);
    - `CREDIT ONLY` – the terminal accepts credit cards (next step 13).

```
    DEFAULT TRANS
             SALE

SALE     PRE-AUTH
```

13. Select **[SALE]** if you want a sale to be started when you swipe a card at the idle screen.
    Select **[PRE-AUTH]** if you want a pre-authorization to be started when you swipe a credit card at the idle screen.

Since pre-authorizations require a credit card, if you swipe a debit card at the idle screen, the transaction started is always a sale.

```
   MINIMUM AMOUNT
     TO SURCHARGE

            $0.00
```

14. Enter the minimum amount to apply a sale surcharge. Any debit sale below this value will not have a surcharge. Enter zero if there is no minimum amount and the surcharge is to apply if the amount does not exceed the maximum (below).

```
   MAXIMUM AMOUNT
     TO SURCHARGE

            $0.00
```

15. Enter the maximum amount to apply a sale surcharge. Any debit sale above this value will not have a surcharge. Enter zero if there is no maximum amount and the surcharge is to apply if the amount exceeds the minimum (above). A zero minimum amount combined with a zero maximum amount indicates that all debit sales are subject to a surcharge.
    As an example, a minimum of $5.00 and a maximum of $10.00 indicate that a surcharge applies only for amounts between $5.00 and $10.00.

```
  EXTERNAL PINPAD
             YES

YES             NO
```

16. Select **[NO]** if the terminal is to be used as the pinpad or **[YES]** if the external i3050 pinpad is to be used (see **External Pinpad** on page 12). The terminal must be restarted (powered up) after this setting is changed.

```
   CONTRAST LEVEL


               10
```

17. Enter the terminal display contrast level – from 5 to 10 (`10` in the example).
18. The "config – select" menu is displayed. Press **[CAN/ANN]** to return to the idle screen.

If the terminal is new, continue following the steps in **Set-up Steps** (on page 10).

Terminal Initialization

You should perform an initialization:

- When the terminal displays the message TERMINAL INITIALIZATION REQUIRED;
- When instructed by the Help Desk to do so.

SALE PRE-AUTH PRE-AUTH COMP ▼REFUND ▲	1. At the idle screen, press **[ADMIN]**. The terminal may display the message TERMINAL INITIALIZATION REQUIRED rather than the menu shown on the left.
ADMIN - SELECT REPORTS OTHER	2. Select **[OTHER]**.
TERMINAL INIT KEY EXCHANGE TERMINAL CONFG ▼CHANGE MGR PWD▲	3. Press **[OK]** to select TERMINAL INIT (terminal initialization). 4. Enter the password (configurable; see page 29).
RETAIN SETTINGS? YES NO	5. This prompt is not displayed if the terminal is new and you have never entered merchant and terminal IDs (in this case proceed to step 7). If you are not performing initialization for the first time: Select **[YES]** if you want to keep the current merchant and terminal IDs (next step: 9); Select **[NO]** if you want to change the current settings (next step: 7).
INIT PHONE # 4161234567	6. This prompt is displayed if the terminal is configured for dial communication. Enter the telephone number for the host initialization or press **[OK]** to keep the value displayed (4161234567 in the example). See page iii for the merchant specific information.
MERCHANT ID 12345678	7. Enter your merchant ID. You may press **[OK]** to keep the merchant ID displayed (12345678 in the example). See page iii for the merchant specific information.
TERMINAL ID ABCD1234	8. Enter your terminal ID. You may press **[OK]** to keep the terminal ID displayed (ABCD1234 in the example). See page iii for the merchant specific information. 9. The terminal communicates with the host and displays DIALING (if connection is dial), SENDING, RECEIVING and PROCESSING.
CLEAR STORAGE? YES NO	10. If you changed the merchant or terminal ID, the storage is cleared automatically and this screen is not displayed. Select **[YES]** if you want to erase any transaction details and totals currently in the terminal memory or **[NO]** if you want to keep them. See ☞ below. 11. The terminal returns to the idle screen.

☞ If parameters are changed at the host, it automatically forces an initialization. When this happens, the terminal starts communicating with the host right after a credit transaction is finished and has exited to the idle screen. Just wait until the initialization is finished.

☞ The transaction storage is the terminal memory area containing approved financial transactions other than pre-authorizations. It can hold a maximum of 500 transactions. No warning message is displayed when the storage area becomes full. New transactions automatically replace the old ones.

The pre-authorization storage is the terminal memory area containing the pre-authorizations. It can hold a maximum of 400 pre-authorizations. If the storage is full and you try to perform a pre-authorization, this warning message is displayed: PRE-AUTH MEMORY FULL (on page 86). New pre-authorizations automatically replace the old ones.

The terminal keeps in its memory the totals for the last five closed batches.

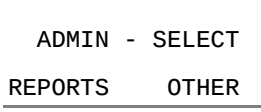
Key Exchange

This function is enabled if the terminal is configured to process debit transactions.

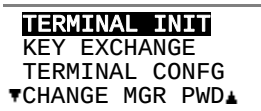
You need to perform a key exchange (download security keys):

- For a new terminal after performing host initialization;
- If the host starts to reject debit transactions repeatedly;
- Whenever instructed by the Help Desk to do so.

1. At the idle screen, press **[ADMIN]**.



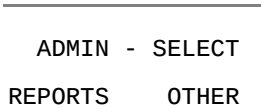
2. Select **[OTHER]**.



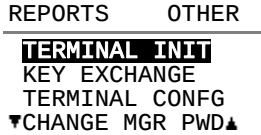
3. Use **[▼]** to highlight KEY EXCHANGE, then press **[OK]**.
4. Enter the password (configurable; see page 29).
5. The terminal communicates with the host and displays DIALING (if connection is dial), SENDING, RECEIVING and PROCESSING.
6. The terminal returns to the idle screen.

Password Control

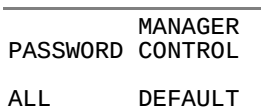
1. At the idle screen, press **[ADMIN]**.



2. Select **[OTHER]**.



3. Use **[▼]** to highlight MGR PWD CTRL (manager password control), then press **[OK]**.
4. Enter the password (configurable; see page 29).



5. Select **[ALL]** if you want to apply the password control to all transactions and functions. Select **[DEFAULT]** if you want it only for those options in the table below.
6. The terminal returns to the “admin – other” menu. Press **[OK]** to return to the idle screen.

If you select [ALL], these options require password:

- All financial transactions
- Terminal Initialization
- Key Exchange
- Terminal Configuration
- Change Manager Password
- Password Control
- Lock Terminal
- Training Mode
- Backlight
- Printer Set-up
- Help List
- Terminal Totals
- Host Totals
- Close Batch
- Transaction Inquiry
- Pre-authorization Inquiry
- Close Batch Totals Inquiry
- Terminal Configuration List

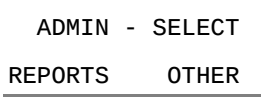
If you select **[DEFAULT]**, all the options listed for the ALL option (see above) require password with the exception of:

- Backlight
- Help List
- Pre-authorization Inquiry
- Sale
- Pre-authorization
- Pre-authorization completion
- Forced post

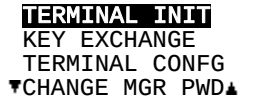
Lock Terminal

You should lock the terminal when you leave it unattended.

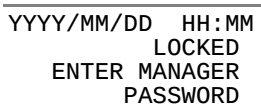
1. At the idle screen, press **[ADMIN]**.



2. Select **[OTHER]**.



3. Use **[▼]** to highlight LOCK, then press **[OK]**.
4. Enter the password (configurable; see page 29).



5. The locked idle screen is displayed. Transactions and functions can be accessed only after the password is entered. See **Unlock Terminal** (below) to unlock the terminal.

Unlock Terminal

The terminal goes into the locked state due of any of these reasons:

- The terminal automatically locks itself when somebody enters the wrong password too many times. In this case the terminal displays the message `LOCKED OUT, ENTER SUPER PASSWORD`. The manager password does not unlock the terminal in this case. Call the Help Desk (see page 9);
- The terminal was locked using the function described in **Lock Terminal** (on page 29). In this case, follow these steps:

```
YYYY/MM/DD  HH:MM
         LOCKED
   ENTER MANAGER
        PASSWORD
```

1. Enter the password. When you enter the first digit, the screen changes to `MANAGER PASSWORD`. The terminal returns to the unlocked state after you enter the password.

When the terminal is locked, these functions can still be performed without entering the password:

- Help List – by pressing [ADMIN] followed by [0];
- Change Language – by pressing [ADMIN] followed by [1];
- Backlight – by pressing [ADMIN] followed by [3];
- Terminal date and time – by pressing [ADMIN] followed by [4].

Backlight

```
 SALE
 PRE-AUTH
 PRE-AUTH COMP
▼REFUND          ▲
```

1. At the idle screen, press **[ADMIN]**.

```
  ADMIN - SELECT

REPORTS    OTHER
```

2. Select **[OTHER]**.

```
 TERMINAL INIT
 KEY EXCHANGE
 TERMINAL CONFG
▼CHANGE MGR PWD▲
```

3. Use **[▼]** to highlight `BACKLIGHT`, then press **[OK]**.

```
BACKLIGHT
 YES
 NO
▼ONLY CUSTOMER ▲
```

4. Use **[▼]** and **[▲]** to highlight the desired option and press **[OK]**:
   `YES` – backlight stays on while the terminal is in use;
   `NO` – backlight off;
   `ONLY CUSTOMER` – backlight turns on only when a customer prompt is displayed.
5. (Please skip this step).
6. The "admin – other" menu is displayed. Press **[OK]** to return to the idle screen.

From the idle screen, the backlight can be turned on or off by pressing [ADMIN] followed by [3].

Terminal Language – English or French

```
 SALE
 PRE-AUTH
 PRE-AUTH COMP
▼REFUND          ▲
```

1. At the idle screen, press **[ADMIN]**.

```
  ADMIN - SELECT

REPORTS     OTHER
```

2. Press **[1]**.

```
 VENTE
 PREAUTORISAT
 PREAUTOR COMPL
▼REMBOURSEMENT  ▲
```

3. The idle screen is displayed in French.

To return to English, perform the same steps from step 1 above.

The following are issued in the terminal language:

- Terminal displays addressed to the merchant;
- Reports;
- Merchant copies of receipts;

The following are issued in the language of the customer card :

- Terminal displays addressed to the customer or cardholder;
- Customer copy of receipts.

Printer and Receipt Configuration

To keep the displayed parameter unchanged, just press [OK] without changing the current parameter value.

```
 SALE
 PRE-AUTH
 PRE-AUTH COMP
▼REFUND         ▲
```

1. At the idle screen, press **[ADMIN]**.

```
  ADMIN - SELECT

REPORTS     OTHER
```

2. Select **[OTHER]**.

```
 TERMINAL INIT
 KEY EXCHANGE
 TERMINAL CONFG
▼CHANGE MGR PWD▲
```

3. Use **[▼]** to highlight PRN SET-UP, then press **[OK]**.
4. Enter the password (configurable; see page 29).

```
          PRINTER
               ON

ON             OFF
```

5. Select **[ON]** to set the printer on and proceed to step 6. Select **[OFF]** if printed receipts or reports are not required (the terminal returns to the “admin – other” menu).

   The following functionality is no longer available if the printer is off:

   Debit card transactions;
   Reprint receipt or report;
   Footer and GST options in the Printer Set-up Function;
   All reports.

   The following screens are displayed if the printer is on.

```
   CHANGE FOOTER


YES             NO
```

6. Select **[YES]** to change receipt footer lines (next step: 7). Select **[NO]** if no change is needed (next step: 13).

```
   CHANGE LINE 1
CHECK OUR SPECIA
LS
YES             NO
```

7. Select **[YES]** to erase the current footer line 1 (CHECK OUR SPECIALS in the example) and enter a new one (next step: 8). Select **[NO]** if no change is needed (next step: 9).

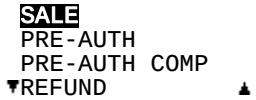
```
   FOOTER LINE 1


HAPPY HOLIDAYS
```

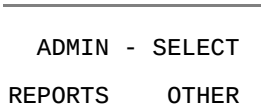
8. Enter the new footer line 1 (HAPPY HOLIDAYS in the example). See **Data Entry Keys** (page 17) on how to type in letters.

CHANGE LINE 2 COME AGAIN SOON YES NO	9. Select **[YES]** to erase the current footer line 2 (COME AGAIN SOON in the example) and enter a new one (next step: 10). Select **[NO]** if no change is needed (next step: 11).
FOOTER LINE 2 BIG SALE DAY	10. Enter the new footer line 2 (BIG SALE DAY in the example).
CHANGE LINE 3 REAL BARGAINS YES NO	11. Select **[YES]** to erase the current footer line 3 (REAL BARGAINS in the example) and enter a new one (next step: 12). Select **[NO]** if no change is needed (next step: 13).
FOOTER LINE 3 SP ECIALS EVERY DAY	12. Enter the new footer line 3 (SPECIALS EVERY DAY in the example).
CHANGE GST # ABCD1234 YES NO	13. Select **[YES]** to erase the current GST number (next step: 14). Select **[NO]** if no change is needed (next step: 15). The terminal displays the current value – ABCD1234.
ENTER GST # ABCD1234	14. Enter the new GST number (ABCD1234 in the example) or press **[OK]** without entering anything if you want to erase an existing number. See **Data Entry Keys** (page 17) on how to type in letters.
NUMBER OF COPIES 2	15. Enter the number of receipt copies to be printed during a financial transaction. You can enter a value from 1 to 3 or press **[OK]** to keep the number displayed (2 in the example).
PRE-AUTH RECEIPT WITH TIP? YES YES NO	16. Select **[YES]** to have the tip and total lines printed on pre-authorization receipts or **[NO]** if tip and total lines are not required.
CHANGE PRINT RECEIPTS? YES NO	17. Select **[YES]** to change the print option for the following transactions (next step: 18). Select **[NO]** to keep the current print settings (next step: 23).
PRINT COMPLETE TRANS? YES YES NO	18. Select **[YES]** if you want to print pre-authorization completion transactions or **[NO]** if no receipt is required.
PRINT VOID TRANS? YES YES NO	19. Select **[YES]** if you want to print credit void transactions or **[NO]** if no receipt is required.
PRINT FORCED POST TRANS? YES YES NO	20. This prompt is displayed if forced transactions are supported. Select **[YES]** if you want to print credit forced post transactions or **[NO]** if no receipt is required.
PRINT DECLINED TRANS? YES YES NO	21. Select **[YES]** if you want to print credit declined transactions or **[NO]** if no receipt is required.
CHANGE PRINT INTERVAL 10	22. Enter the number of seconds (from 0 to 20) that the terminal waits to print the next receipt copy – the printing pause (10 seconds in the example). This is the time you have to detach the receipt: If you enter zero, the terminal waits until you press **[OK]** before printing; If you enter a number of seconds from 1 to 20, the terminal prints the next copy when you press **[OK]** or when the number of seconds has passed. 23. The “admin – other” menu is displayed. Press **[OK]** to return to the idle screen.

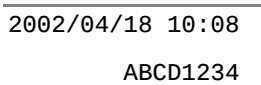
Date and Time Display



1. At the idle screen, press **[ADMIN]**.



2. Press **[4]**.

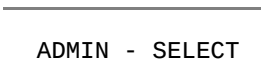


3. The date and time are displayed on line 1 (2002/04/18 10:08 in the example). The time is displayed in a 24 hours format. The terminal ID is displayed on line 3 (ABCD1234 in the example). Press **[CAN/ANN]** to return to the idle screen or the terminal returns automatically after 10 seconds.

See page 26 if you need to update the terminal clock.

Terminal Configuration List

1. At the idle screen, press **[ADMIN]**.



2. Select **[REPORTS]**.

3. Use **[▼]** to highlight TERM CNFG LIST (terminal configuration list), then press **[OK]**.
4. Enter the password (configurable; see page 29).
5. The terminal displays PRINTING while printing the report (see sample below), then returns to the idle screen.

Terminal Configuration List

```
CONFIGURATION PARAMETERS
------------------------
          ❶
BY-THE-LAKE COTTAGES
1001, CLEARWATER RD
HUNTERSTOWN, ONTARIO
CANADA, A1A 2B2

Innnn
S/W VERSION ❷ PPPPP-VVVV

HOST INITIALZATION PARMS

TERM ID          ❸ ABCD1234
MERC             ❹ 1234ABCD
INIT #        ⓳ 18888889920
TERM #        ❺ ABCD12345678

 TERMINAL CONFIGURATION

TIP ENTRY              ❼ YES
CASHBACK               ❽ YES
CASHBACK LIM        ❾  20.00
CLERK ID               ❿ NO
CRDT CARD CHECK ⓫ 4 DGTS
TAKE IMPRINT           ⓬ YES
TERMINAL DATE ⓭ 20020225
TERMINAL TIME        ⓭ 1132
APPLICATION TYPE ⓮ DB/CR
DEFAULT TRAN         ⓯ SALE
```

❶ Merchant name and address
❷ Terminal (i5100, i5310 or i7780) and software Version
❸ Terminal ID
❹ Merchant ID
❺ Terminal number
❼ YES if tip entry is configured or NO otherwise
❽ YES if cashback is configured or NO otherwise
❾ The maximum amount customers can withdraw using cashback
❿ YES if the clerk ID feature is configured or NO otherwise
⓫ One of these credit card security options:
- ECHO – displays the credit card number
- 4 DGTS – prompts for the last four digits
- NO CHK – no checking

⓬ YES if the "take imprint" warning is configured for manually entered credit cards. NO if it is not configured
⓭ The current terminal date (YYYYMMDD) and time (HHMM)
⓮ DB/CR if the terminal accepts both debit and credit cards or CREDIT if only credit is accepted
⓯ SALE or PRE-AUTH – default transaction when card swiped at idle
⓰ Minimum debit sale amount to which surcharge will be applied
⓱ Maximum debit sale amount to which surcharge will be applied
⓲ DEFA if only the default transactions and functions prompt for the password or ALL if the password is required for all
⓳ YES if the terminal is in training mode or NO if the terminal is in

```
MIN TO SURCH        16 0.00
MAX TO SURCH        17 0.00
MANAGER PSW CTRL    18 DEFA
TRAINING MODE         19 NO
BACKLIGHT           20 YES
SURCH ON SALE       21 0.75
SURCH CASHBACK      21 2.00
CONTRAST LEVEL        70 10
EXTERNAL PINPAD     45 YES

  PRINTER CONFIGURATION

PRINTER               23  ON
FOOTER LINE 1 24
CHECK OUR DAILY SPECIALS
FOOTER LINE 2 24
COME AGAIN SOON
FOOTER LINE 3 24
THANK-YOU
GST #           25 ABCD1234
NUMBER OF COPIES      26 2
PRE-AUTH WITH TIP   27 YES
PRINT COMPLETE      28 YES
PRINT VOID          29 YES
PRINT FORCED        30 YES
PRINT DECLINED      31 YES
PRINT INTERVAL        32 10

    DIAL CONFIGURATION

PREFIX              33 *99,
DIAL TYPE           34  TONE
LINE DETECTION      35 YES
BAUD RATE           36 1200
PRE-DIAL ENABLED    37 YES
PRI #       44 18882041234
HOST RESPONSE TIMER 46 40

  ETHERNET CONFIGURATION

HOST TYPE           47 CUSTOM
HOST NAME       48 inggw.com
PORT NUMBER           49 442
SSL ENABLED           50 YES
TERMINAL TYPE    51 DYNAMIC
TERMINAL ADR52 11.12.13.14
MASK ID  53 255.255.255.10
GATEWAY      54 11.12.13.14
AUTOMATIC DNS         55 YES
PRI DNS      56 11.12.13.14
SEC DNS      57 11.12.13.14
CONNECTION TIMEOUT    58 30
RETRY TIMER           59 10

------------------------
      END OF REPORT
  38 2002/02/25 11:32
------------------------
```

production mode

20 Shows the backlight option – YES if the backlight is configured or NO otherwise.

21 Indicates the configured amount for surcharge. If surcharge is not configured for any option – sale or cashback –, then the line is not printed

23 ON if the printer is configured or OFF if no receipts or reports are printed

24 Shows the contents of each of the footer lines

25 GST number

26 Number of receipt copies printed during a transaction

27 YES if the tip line is printed for pre-authorizations or NO otherwise

28 YES if pre-authorization completion receipts are printed or NO otherwise

29 YES if void receipts are printed or NO otherwise

30 YES if forced post receipts are printed or NO otherwise

31 YES if declined transaction receipts are printed or NO otherwise

32 The time period (seconds) the terminal takes to start printing the next receipt copy

33 Dial prefix

34 The telephone line:

- PULSE – for pulse lines
- TONE – for tone lines

35 YES if the line detection feature is configured or NO otherwise

36 The baud rate: 1200 or 2400

37 YES if pre-dial is enabled or NO otherwise

38 Date and time the report was printed (YYYY/MM/DD HH:MM)

39 Initialization phone number

44 Primary host phone number for transaction processing

45 YES if there is an external Pinpad or NO otherwise

46 Host response timer

47 Ethernet host type

48 Host name

49 Port number

50 SSL enabled: YES or NO

51 Terminal type: DYNAMIC or STATIC

52 Terminal IP address is printed if terminal type is static

53 The terminal mask ID is printed if terminal type is static

54 The terminal gateway is printed if terminal type is static

55 Automatic DNS enabled: YES or NO

56 Primary DNS IP address is printed if automatic DNS is turned on

57 Secondary DNS IP address is printed if automatic DNS is turned on

58 Connection time-out

59 Retry timer (used to retry the connection)

70 Contrast level for the terminal display

Terminal Help List

1. At the idle screen, press **[ADMIN]**.

2. Select **[REPORTS]**.

3. Press **[OK]** to select `HELP LIST`.
4. The terminal displays `PRINTING` while printing the report (see sample below), then returns to the idle screen.

Terminal Help List

```
     LIST OF TERMINAL
        FUNCTIONS
------------------------
       ❶
INITIALIZATION
KEY EXCHANGE
TERMINAL CONFIGURATION
CHANGE MANAGER PASSWORD
MANAGER PASSWORD CONTROL
LOCK TERMINAL
TRAINING MODE
BACKLIGHT
PRINTER SET-UP
HELP LIST
TERMINAL TOTALS
HOST TOTALS INQUIRY
CLOSE BATCH
TRANSACTION INQUIRY
INCOMPL PRE-AUTH REPORT
CLOSED TOTALS INQ
TERMINAL CONFIG LIST
      ❷
HELP LIST        (ADM+0)
CHANGE LANGUAGE  (ADM+1)
REPRINT          (ADM+2)
BACKLIGHT        (ADM+3)
DATE/TIME        (ADM+4)
      ❸
SALE
PRE-AUTHORIZATION
PRE-AUTH COMPLETION
REFUND
SALE VOID
REFUND VOID
FORCED POST

------------------------
      END OF REPORT
   ❹ 2002/02/25 11:32
------------------------
```

❶ Function list
❷ Special key sequences available at the idle screen
❸ Transaction list
❹ Date and time the report was printed (YYYY/MM/DD HH:MM)

Financial Transactions

All transactions are authorized by the Emergis host.

Features

Starting a Sale or Pre-authorization from Idle Screen

When you swipe a card at the idle screen, the terminal starts a sale or a pre-authorization (depending on the configured default transaction; see page 26).

However, if the card is debit, the terminal always starts a sale since a pre-authorization requires a credit card.

If you start a sale by selecting SALE at the menu, you must select the payment type before entering the card. This is not the case when you start a sale by swiping the card at the idle screen.

Credit and Debit Cards

During a credit transaction, you may swipe the credit card or manually enter the credit card account number and expiration date. Additional security can be set through configuration parameters (credit card security check and card imprint message, on page 26). The credit card receipts provide a line for the customer signature.

During a debit transaction, the card must be swiped. The debit customer must be present during a debit transaction and must answer the customer prompts.

Refunds and Voids

A refund transaction returns the refund amount to the customer's account. The password is required to perform this transaction.

A void transaction cancels a debit or credit transaction. The password and the original transaction number are required.

You can configure the terminal not to print credit void transactions (see page 32).

Debit transactions must always be printed.

Credit Forced Posts

This transaction is enabled if supported by the host. A credit forced post is performed to notify the system about a credit sale performed off-line. In this case, the credit card issuer gives an authorization number over the telephone. This voice authorization number is entered later when a forced post is performed.

You can configure the terminal not to print forced posts (see page 32).

Credit Pre-authorizations and Pre-authorization Completions

Credit card pre-authorization is a two-step process allowing you to verify the availability of unused credit, to place a hold on the funds, and to charge the same or a different amount to the customer's credit card account (during pre-authorization completion).

When you perform a pre-authorization, the terminal obtains host approval and stores the approved pre-authorization in the terminal memory (see page 27).

Depending on the type of business, there are two different ways you can use pre-authorizations:

- If your business is a restaurant or similar, use this method:

  1. Perform a pre-authorization leaving the pre-authorization reference number blank. Enter the total amount for the bill. The tip amount is unknown at this point.
  2. The pre-authorization is stored in the terminal memory under a new pre-authorization reference number assigned by the host.
  3. Hand the receipt to the credit card customer and let them complete the tip line.
  4. Perform a pre-authorization completion entering the reference number used in step 2 to retrieve the original pre-authorization. The final transaction amount includes the tip.
  5. After the pre-authorization completion is approved, the original pre-authorization is erased from the terminal memory.

  Note that when the above method is used, each pre-authorization completion refers to only one pre-authorization. The pre-authorization completion receipt can be printed or not. See page 32 on how to configure it.

- If your business is a hotel, a car rental, or any other requiring consecutive pre-authorizations, use this method:

  1. Perform a pre-authorization leaving the pre-authorization reference number blank. Enter the amount for the first day of lodging or rent.
  2. The pre-authorization is stored in the terminal memory under a new pre-authorization reference number assigned by the host.
  3. For each day that the service is provided, perform an additional pre-authorization using the same reference number used in step 2 and enter the amount for the current day. The terminal adds the current day amount to the pre-authorized total stored in the terminal memory. The receipt for a consecutive pre-authorization includes the total for all pre-authorized amounts.
  4. When you perform the pre-authorization completion you must enter the reference number used in step 2 to retrieve the original pre-authorization and enter the final transaction amount, which refers to the customer total.
  5. After the pre-authorization completion is approved, the original pre-authorization is erased from the terminal memory.

  Note that when the above method is used, one pre-authorization completion may refer to one or several pre-authorizations.

  If your business requires consecutive pre-authorized amounts, you may not need the tip line printed on the pre-authorization receipt. See page 32 on how to configure it.

  Whichever method is used, you can generate a report containing the pre-authorizations (not yet completed) currently stored in the terminal memory. See **Incomplete Pre-authorization Inquiry** (page 75).

Card Entry

Prior to card entry, you may have selected the tender type (debit or credit) depending on the terminal configuration.

SALE SWIPE CARD	Enter the card as follows: Swipe a debit card; Swipe or manually enter a credit card (see **Manual Entry of Credit Cards** below).

Keep this in mind for better card swipes:

- The terminal card reader is bi-directional. The card can be swiped in either direction;
- The card must be swiped at constant speed and pressure, ensuring it remains in contact with the bottom of the track throughout the entire swipe action;
- The card magnetic stripe must face the terminal.

Security Check on Swiped Credit Cards

The credit security check option (see page 26) applies when a credit card is swiped during a sale, a forced post or a pre-authorization.

Depending on the security option configured, one of the following prompts is displayed:

VERIFY CARD # AND ENTER	Displayed if the option configured is “echo card number”. Compare the credit card number displayed with that embossed on the card and press **[OK]** to continue.
LAST 4 DIGITS 1234	Displayed if the option configured is “last four digits”. Enter the last four digits embossed on the card (1234 in the example). If the message DIGITS DO NOT MATCH appears, re-enter the last four digits or cancel the transaction.

Manual Entry of Credit Cards

SALE SWIPE CARD 345 5446123456789012	Enter the credit card number using the terminal keyboard. The card number is displayed on lines 3 and 4 (5446123456789012345 in the example).
EXPIRY DATE (MMYY) 1203	Enter the credit card expiration date in the MMYY format (1203 in the example).
TAKE IMPRINT OF CREDIT CARD	Displayed if the “take imprint” option is set to “yes” (see page 26).

Cancelling a Transaction

Press **[CAN/ANN]** to cancel a transaction at any time while performing data entry.

The customer can cancel a transaction by pressing **[CAN/ANN]**.

While the CANCELLED message is displayed, press **[CAN/ANN]** again to return to the idle screen.

If a cancelled receipt is printed, it contains the message ***CANCELLED***.

After the terminal started to communicate with the host, the transaction can no longer be cancelled. In such case, wait until the transaction is finished and perform a void if needed.

Host Authorization, Approved and Declined Transactions

After data entry is completed, transactions must go to the host for approval. The terminal displays the messages DIALING (if connection is dial), SENDING, RECEIVING and PROCESSING while communicating with the host.

TRANS APPROVED 1234567 $10.00	This message is displayed for approved transactions. Note that the approval code (1234567 in the example) and the amount ($10.00 in the example) are displayed. For pre-authorizations and pre-authorization completions, the reference number is displayed on line 4 (not shown in the example).
TRANS DECLINED INVALID CARD	This message is displayed for refused messages (INVALID CARD in the example).
TRANS DECLINED REFER CUSTOMER T CREDIT CARD ISSU >	If the declined message (REFER CUSTOMER TO CREDIT CARD ISSUER in the example) is larger than the screen, the terminal displays an arrow on the side of the truncation. Press the screen-addressable key below the arrow to scroll the message.
TRANS DECLINED EFER CUSTOMER TO EDIT CARD ISSUER <	The message is scrolled and the arrow switches to the side of the truncation. Press the screen-addressable key below the arrow to scroll the message.
INVALID PIN	During a debit transaction, a customer message (INVALID PIN in the example) is displayed before the message addressed to you.
PRINT NEXT COPY – OK?	While the approved or declined message is displayed, the terminal prints the receipt. After a receipt copy is printed and if there are more to print, the terminal pauses for you to detach the receipt. Press **[OK]** after detaching the receipt from the terminal or the terminal resumes printing after the printing pause elapses. PRINTING is displayed while additional copies are printed. The printing pause is configurable as well as the number of receipt copies printed and the printing or not of declined credit transactions. See **Printer and Receipt Configuration** (on page 31).

Training Before Going Live

The terminal can be set to simulate certain functions and all financial transactions. This is called “training mode” and is used when the staff needs to practice before performing actual transactions and functions.

Close the batch before going into training mode and before coming out (see page 79).

SALE PRE-AUTH PRE-AUTH COMP ▼REFUND ▲	1. At the idle screen, press **[ADMIN]**.
ADMIN - SELECT REPORTS OTHER	2. Select **[OTHER]**.
TERMINAL INIT KEY EXCHANGE TERMINAL CONFG ▼CHANGE MGR PWD▲	3. Use **[▼]** to highlight TRAINING MODE, then press **[OK]**. 4. Enter the password (configurable; see page 29).
TERMINAL INIT KEY EXCHANGE TERMINAL CONFG ▼CHANGE MGR PWD▲	5. Press **[CAN/ANN]** to return to the idle screen. The terminal is now in training mode.

To exit training mode, perform the same steps from step 1 above.

The training mode features:

- The training mode idle screen has asterisks at both sides of the transaction names to indicate the training status;
- The terminal does not communicate with the host during training transactions;
- Since no real transactions or functions are performed, the terminal accepts anything as the password and PIN number;
- The transactions are always “approved”;
- The maximum transaction amount is $1.00.
- The approval number, the batch number and the transaction sequence number appearing on receipts are all simulated;
- The information printed when you perform transaction inquiry or total inquiry is simulated;
- All receipts and reports are printed with the banner `***TRAINING***` indicating the terminal is in training mode;
- Some functions are not allowed in training mode. In this case the terminal displays the `FUNCTION NOT AVAILABLE` message (see the description for this message on page 85);
- A batch close must be performed before going in or leaving training mode if the current batch has transactions.

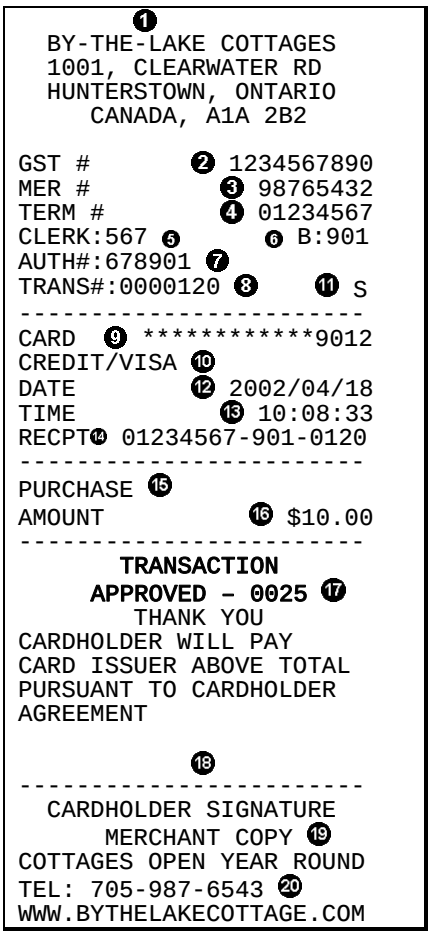
Credit Transactions

Credit Sale

Credit Sale Without Tip

SALE PRE-AUTH PRE-AUTH COMP ▼REFUND ▲	1. At the idle screen, swipe the credit card if the default transaction is sale (see pages 26 and 37), otherwise press **[OK]** to select SALE. 2. Enter the password (configurable; see page 29). 3. Perform the credit card security (swiped cards, configurable; see page 39).
CLERK ID 123	4. Enter the clerk ID – 123 in the example (configurable; see page 25).
SALE DEBIT CREDIT	5. This screen appears if both card types are configured (see page 26) and if you did not swipe the card at step 1. Select **[CREDIT]**.
SALE AMOUNT $10.00	6. Enter the sale amount ($10.00 in the example).
SALE SWIPE CARD	7. If you have not done it before, swipe the card or enter the number manually (see page 39) and perform the credit card security (swiped cards, configurable; see page 39). 8. The terminal communicates with the host and displays DIALING (if connection is dial), SENDING, RECEIVING and PROCESSING.
TRANS APPROVED 1234567 $10.00	9. The terminal displays the response (see page 40) and prints the receipt (see below).
PRINT NEXT COPY – OK?	10. Press **[OK]** after detaching the receipt. The terminal displays PRINTING while it prints the next copies. Detach them and press **[OK]**. The terminal returns to the idle screen.

Credit Sale Without Tip



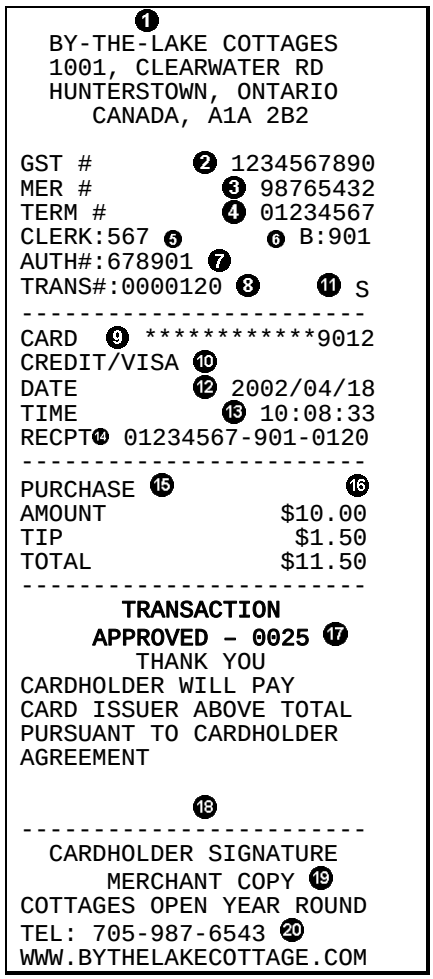
❶ Merchant name and address
❷ GST number, if any
❸ Merchant ID
❹ Terminal ID
❺ Clerk ID performing the transaction
❻ Batch number
❼ Authorization number from the host
❽ Transaction sequence number
❾ Card number (masked with asterisks for security reasons)
❿ Card type and brand
⓫ S for swiped cards, M for manually entered cards
⓬ Transaction date (YYYY/MM/DD)
⓭ Transaction time (HH:MM:SS)
⓮ The receipt number contains:
- Terminal ID
- Batch number
- Transaction sequence number

⓯ Transaction type
⓰ Amount
⓱ Approved message with host result code
⓲ The customer statement and signature line are printed on the merchant copy
⓳ Indicates whether the copy is for the merchant or the customer
⓴ Shows the footer message, if any

Credit Sale With Tip

SALE PRE-AUTH PRE-AUTH COMP ▼REFUND ▲	1. At the idle screen, swipe the credit card if the default transaction is sale (see page 26 and 37), otherwise press **[OK]** to select SALE. 2. Enter the password (configurable; see page 29). 3. Perform the credit card security (swiped cards, configurable; see page 39). 4. Enter the clerk ID – 123 in the example (configurable; see page 25).
SALE DEBIT CREDIT	5. This screen appears if both card types are configured (see page 26) and if you did not swipe the card at step 1. Select **[CREDIT]**.
SALE AMOUNT $10.00	6. Enter the sale amount ($10.00 in the example).
SALE SWIPE CARD	7. If you have not done it before, swipe the card or enter the number manually (see page 39) and perform the credit card security (swiped cards, configurable; see page 39).
PRESS ENTER AND PASS TERMINAL TO CUSTOMER	8. Press **[OK]** and pass the terminal to the customer. This screen is not displayed if there is an external pinpad (see page 26). Customer screens are displayed if tip is configured (see page 25). Screens displayed on the external pinpad are not exactly as shown here.
SALE $10.00 OK?	9. The customer presses **[OK]** to confirm the transaction amount.
TIP? YES NO	10. The customer selects **[YES]** if they want to give a tip (next step: 11) or **[NO]** otherwise (next step: 14).
SALE TIP AMOUNT & OK $1.50	11. The customer enters the tip amount ($1.50 in the example).
SALE TOT $11.50 TIP $1.50 OK?	12. The customer confirms the total and the tip amount.
PRESS ENTER AND PASS TERMINAL TO MERCHANT	13. The customer presses **[OK]** and passes the terminal back to you. This screen is not displayed if there is an external pinpad (see page 26). 14. The terminal communicates with the host and displays DIALING (if connection is dial), SENDING, RECEIVING and PROCESSING.
TRANS APPROVED 1234567 $11.50	15. The terminal displays the response (see page 40) and prints the receipt (see below).
PRINT NEXT COPY – OK?	16. Press **[OK]** after detaching the receipt. The terminal displays PRINTING while it prints the next copies. Detach them and press **[OK]**. The terminal returns to the idle screen.

Credit Sale With Tip



❶ Merchant name and address
❷ GST number, if any
❸ Merchant ID
❹ Terminal ID
❺ Clerk ID performing the transaction
❻ Batch number
❼ Authorization number from the host
❽ Transaction sequence number
❾ Card number (masked with asterisks for security reasons)
❿ Card type and brand
⓫ S for swiped cards, M for manually entered cards
⓬ Transaction date (YYYY/MM/DD)
⓭ Transaction time (HH:MM:SS)
⓮ The receipt number contains:
- Terminal ID
- Batch number
- Transaction sequence number

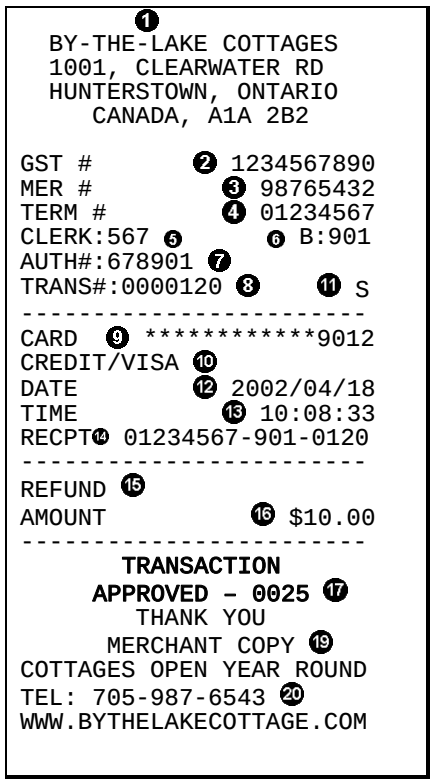
⓯ Transaction type
⓰ These amounts are shown:
- Transaction amount before tip
- Tip amount
- Total amount including tip

⓱ Approved message with host result code
⓲ The customer statement and signature line are printed on the merchant copy
⓳ Indicates whether the copy is for the merchant or the customer
⓴ Shows the footer message, if any

Credit Refund

SALE PRE-AUTH PRE-AUTH COMP ▼REFUND ▲	1. Use **[▼]** to highlight REFUND, then press **[OK]**. See also **Refunds and Voids** (on page 37).
MANAGER PASSWORD ********	2. Enter the password (configurable; see page 29). 3. Enter the clerk ID – 123 in the example (configurable; see page 25).
REFUND DEBIT CREDIT	4. This screen appears if both card types are configured (see page 26). Select **[CREDIT]**.
REFUND AMOUNT $10.00	5. Enter the transaction amount ($10.00 in the example).
REFUND SWIPE CARD	6. Swipe the card or enter the number manually (see page 39). 7. The terminal communicates with the host and displays DIALING (if connection is dial), SENDING, RECEIVING and PROCESSING.
TRANS APPROVED 1234567 $10.00	8. The terminal displays the response (see page 40) and prints the receipt (see below).
PRINT NEXT COPY – OK?	9. Press **[OK]** after detaching the receipt. The terminal displays PRINTING while it prints the next copies. Detach them and press **[OK]**. The terminal returns to the idle screen.

Credit Refund



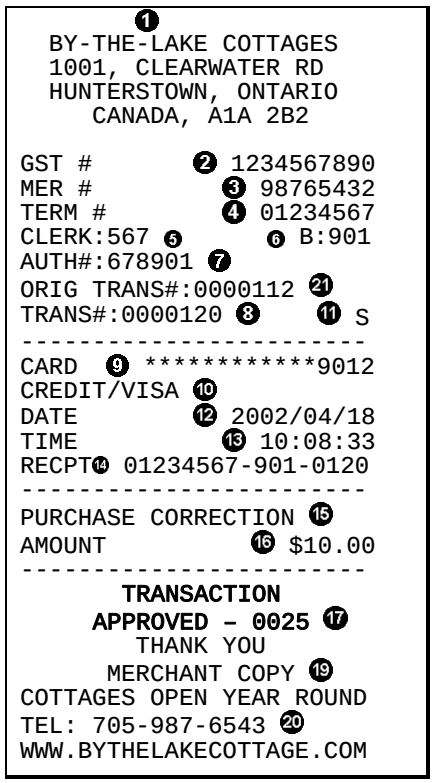
❶ Merchant name and address
❷ GST number, if any
❸ Merchant ID
❹ Terminal ID
❺ Clerk ID performing the transaction
❻ Batch number
❼ Authorization number from the host
❽ Transaction sequence number
❾ Card number (masked with asterisks for security reasons)
❿ Card type and brand
⓫ S for swiped cards, M for manually entered cards
⓬ Transaction date (YYYY/MM/DD)
⓭ Transaction time (HH:MM:SS)
⓮ The receipt number contains:
- Terminal ID
- Batch number
- Transaction sequence number

⓯ Transaction type
⓰ Amount
⓱ Approved message with host result code
⓳ Indicates whether the copy is for the merchant or the customer
⓴ Shows the footer message, if any

Credit Sale Void

SALE PRE-AUTH PRE-AUTH COMP ▼REFUND ▲	1. Use **[▼]** to highlight SALE VOID, then press **[OK]**. This transaction voids a sale, forced post or pre-authorization completion. See also **Refunds and Voids** (on page 37).
MANAGER PASSWORD ********	2. Enter the password (configurable; see page 29). 3. Enter the clerk ID – 123 in the example (configurable; see page 25).
SALE VOID DEBIT CREDIT	4. This screen appears if both card types are configured (see page 26). Select **[CREDIT]**.
SALE VOID ORIGINAL TRAN # 4567	5. Enter the transaction number printed on the receipt of the original transaction being voided (4567 in the example).
VERIFY VOID # ENTER TO CONFIRM $10.00 5446123456789012	6. Press **[OK]** after verifying the original transaction data displayed: Transaction amount ($10.00 in the example). Card number (5446123456789012 in the example). 7. The terminal communicates with the host and displays DIALING (if connection is dial), SENDING, RECEIVING and PROCESSING.
TRANS APPROVED 1234567 $10.00	8. The terminal displays the response (see page 40) and prints the receipt (see below).
PRINT NEXT COPY – OK?	9. Press **[OK]** after detaching the receipt. The terminal displays PRINTING while it prints the next copies. Detach them and press **[OK]**. The terminal returns to the idle screen.

Credit Sale Void



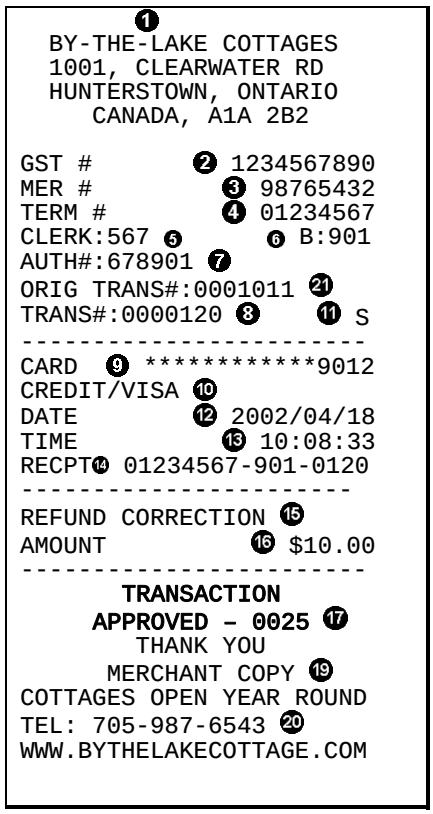
❶ Merchant name and address
❷ GST number, if any
❸ Merchant ID
❹ Terminal ID
❺ Clerk ID performing the transaction
❻ Batch number
❼ Authorization number from the host
❽ Transaction sequence number
❾ Card number (masked with asterisks for security reasons)
❿ Card type and brand
⓫ S for swiped cards, M for manually entered cards
⓬ Transaction date (YYYY/MM/DD)
⓭ Transaction time (HH:MM:SS)
⓮ The receipt number contains:
- Terminal ID
- Batch number
- Transaction sequence number

⓯ Transaction type
⓰ Amount
⓱ Approved message with host result code
⓳ Indicates whether the copy is for the merchant or the customer
⓴ Shows the footer message, if any
㉑ Shows original transaction sequence number sent to the host.

Credit Refund Void

SALE PRE-AUTH PRE-AUTH COMP ▼REFUND ▲	1. Use **[▼]** to highlight `REFUND VOID`, then press **[OK]**. See also **Refunds and Voids** (on page 37).
MANAGER PASSWORD ********	2. Enter the password (configurable; see page 29). 3. Enter the clerk ID – `123` in the example (configurable; see page 25).
REFUND VOID DEBIT CREDIT	4. This screen appears if both card types are configured (see page 26). Select **[CREDIT]**.
REFUND VOID ORIGINAL TRAN # 4567	5. Enter the transaction number printed on the receipt of the original transaction being voided (`4567` in the example).
VERIFY VOID # ENTER TO CONFIRM $10.00 5446123456789012	6. Press **[OK]** after verifying the original transaction data displayed: Transaction amount (`$10.00` in the example). Card number (`5446123456789012` in the example). 7. The terminal communicates with the host and displays `DIALING` (if connection is dial), `SENDING`, `RECEIVING` and `PROCESSING`.
TRANS APPROVED 1234567 $10.00	8. The terminal displays the response (see page 40) and prints the receipt (see below).
PRINT NEXT COPY – OK?	9. Press **[OK]** after detaching the receipt. The terminal displays `PRINTING` while it prints the next copies. Detach them and press **[OK]**. The terminal returns to the idle screen.

Credit Refund Void



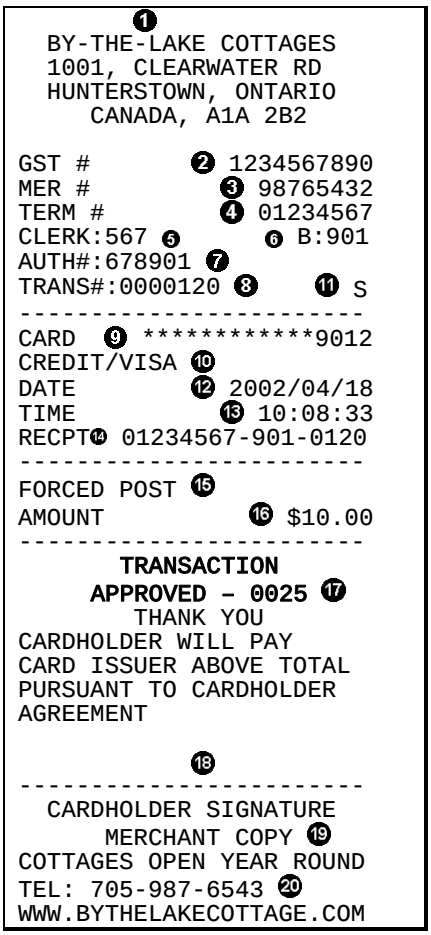
❶ Merchant name and address
❷ GST number, if any
❸ Merchant ID
❹ Terminal ID
❺ Clerk ID performing the transaction
❻ Batch number
❼ Authorization number from the host
❽ Transaction sequence number
❾ Card number (masked with asterisks for security reasons)
❿ Card type and brand
⓫ S for swiped cards, M for manually entered cards
⓬ Transaction date (YYYY/MM/DD)
⓭ Transaction time (HH:MM:SS)
⓮ The receipt number contains:
- Terminal ID
- Batch number
- Transaction sequence number

⓯ Transaction type
⓰ Amount
⓱ Approved message with host result code
⓳ Indicates whether the copy is for the merchant or the customer
⓴ Shows the footer message, if any
㉑ Shows original transaction sequence number sent to the host.

Credit Forced Post

SALE PRE-AUTH PRE-AUTH COMP ▼REFUND ▲	1. Use **[▼]** to highlight FORCED POST, then press **[OK]**. See also **Credit Forced Posts** (on page 37). 2. Enter the password (configurable; see page 29). 3. Enter the clerk ID – 123 in the example (configurable; see page 25).
AUTHORIZATION # 456789	4. Enter the voice authorization number received from the card issuer (456789 in the example).
FORCED POST AMOUNT $10.00	5. Enter the transaction amount ($10.00 in the example).
FORCED POST SWIPE CARD	6. Swipe the card or enter the number manually (see page 39). 7. Perform the credit card security (swiped cards, configurable; see page 39). 8. The terminal communicates with the host and displays DIALING (if connection is dial), SENDING, RECEIVING and PROCESSING.
TRANS APPROVED 1234567 $10.00	9. The terminal displays the response (see page 40) and prints the receipt (see below).
PRINT NEXT COPY – OK?	10. Press **[OK]** after detaching the receipt. The terminal displays PRINTING while it prints the next copies. Detach them and press **[OK]**. The terminal returns to the idle screen.

Forced Post Sale



❶ Merchant name and address
❷ GST number, if any
❸ Merchant ID
❹ Terminal ID
❺ Clerk ID performing the transaction
❻ Batch number
❼ Authorization number from the host
❽ Transaction sequence number
❾ Card number (masked with asterisks for security reasons)
❿ Card type and brand
⓫ S for swiped cards, M for manually entered cards
⓬ Transaction date (YYYY/MM/DD)
⓭ Transaction time (HH:MM:SS)
⓮ The receipt number contains:
- Terminal ID
- Batch number
- Transaction sequence number

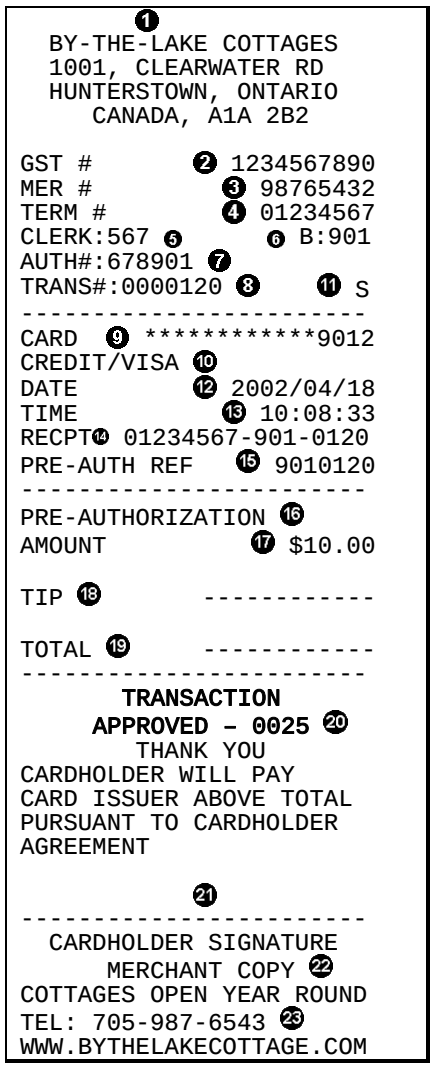
⓯ Transaction type
⓰ Amount
⓱ Approved message with host result code
⓲ The customer statement and signature line are printed on the merchant copy
⓳ Indicates whether the copy is for the merchant or the customer
⓴ Shows the footer message, if any

Credit Pre-authorization

Initial Credit Pre-authorization

SALE PRE-AUTH PRE-AUTH COMP ▼REFUND ▲	1. At the idle screen, swipe the credit card if the default transaction is pre-authorization (see pages 26 and 37), otherwise use **[▼]** to highlight PRE-AUTH, then press **[OK]**. See also **Credit Pre-authorizations and Pre-authorization Completions** (on page 38). 2. Enter the password (configurable; see page 29). 3. Perform the credit card security (swiped cards, configurable; see page 39). 4. Enter the clerk ID – 123 in the example (configurable; see page 25).
PRESS OK FOR 1ST PRE-AUTH OR KEY PRE-AUTH REF #	5. Press **[OK]** leaving this prompt blank.
PRE-AUTH SWIPE CARD	6. If you have not done it before, swipe the card or enter the number manually (see page 39) and perform the credit card security (swiped cards, configurable; see page 39).
PRE-AUTH AMOUNT $10.00	7. Enter the transaction amount ($10.00 in the example). 8. The terminal communicates with the host and displays DIALING (if connection is dial), SENDING, RECEIVING and PROCESSING.
TRANS APPROVED 1234567 $10.00 REF# 9876543	9. The terminal displays the response (see page 40) and prints the receipt (see below).
PRINT NEXT COPY – OK?	10. Press **[OK]** after detaching the receipt. The terminal displays PRINTING while it prints the next copies. Detach them and press **[OK]**. The terminal returns to the idle screen.

Initial Credit Pre-authorization



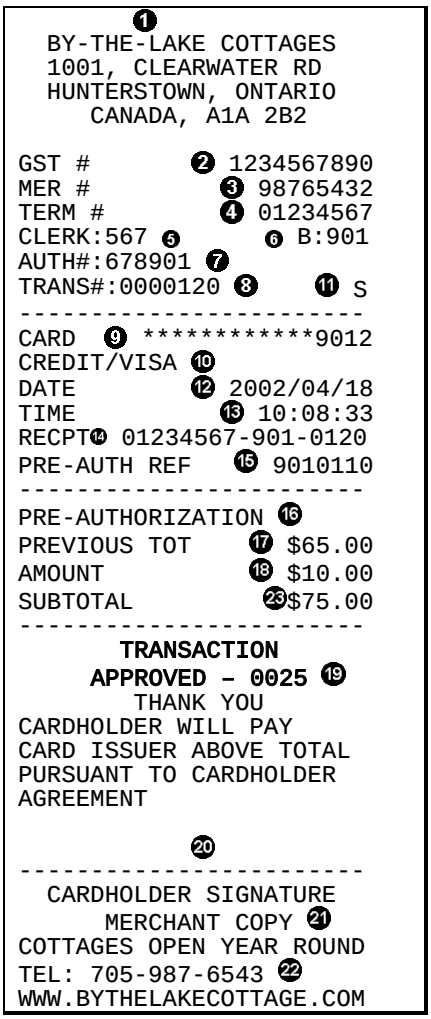
❶ Merchant name and address
❷ GST number, if any
❸ Merchant ID
❹ Terminal ID
❺ Clerk ID performing the transaction
❻ Batch number
❼ Authorization number from the host
❽ Transaction sequence number
❾ Card number (masked with asterisks for security reasons)
❿ Card type and brand
⓫ S for swiped cards, M for manually entered cards
⓬ Transaction date (YYYY/MM/DD)
⓭ Transaction time (HH:MM:SS)
⓮ The receipt number contains:
- Terminal ID
- Batch number
- Transaction sequence number

⓯ Pre-authorization reference number (batch and sequence number)
⓰ Transaction type
⓱ Amount
⓲ Tip line if configured (hand-written)
⓳ Total transaction amount (hand-written). It is the pre-authorization amount (line ⓱) added to the hand-written tip amount
⓴ Approved message with host result code
㉑ The customer statement and signature line are printed on the merchant copy
㉒ Indicates whether the copy is for the merchant or the customer
㉓ Shows the footer message, if any

Consecutive Credit Pre-authorization

SALE PRE-AUTH PRE-AUTH COMP ▼REFUND ▲	1. Use **[▼]** to highlight PRE-AUTH, then press **[OK]**. See also **Credit Pre-authorizations and Pre-authorization Completions** (on page 38). 2. Enter the password (configurable; see page 29). 3. Enter the clerk ID – 123 in the example (configurable; see page 25).
PRESS OK FOR 1ST PRE-AUTH OR KEY PRE-AUTH REF # 9876543	4. Enter the existing pre-authorization reference number to be retrieved from the terminal memory (9876543 in the example).
VERIFY PRE-AUTH ENTER TO CONFIRM $65.00 4537123456789012	5. Confirm the previous total and card number ($65.00 and 4537123456789012 in the example). Press **[OK]**.
PRE-AUTH AMOUNT $10.00	6. Enter the transaction amount ($10.00 in the example). The amount will be added to the total previously stored. 7. The terminal communicates with the host and displays DIALING (if connection is dial), SENDING, RECEIVING and PROCESSING.
TRANS APPROVED 1234567 $75.00 REF# 9876543	8. The terminal displays the response (see page 40) and prints the receipt (see below).
PRINT NEXT COPY – OK?	9. Press **[OK]** after detaching the receipt. The terminal displays PRINTING while it prints the next copies. Detach them and press **[OK]**. The terminal returns to the idle screen.

Consecutive Credit Pre-authorization



❶ Merchant name and address
❷ GST number, if any
❸ Merchant ID
❹ Terminal ID
❺ Clerk ID performing the transaction
❻ Batch number
❼ Authorization number from the host
❽ Transaction sequence number
❾ Card number (masked with asterisks for security reasons)
❿ Card type and brand
⓫ S for swiped cards, M for manually entered cards, for consecutive pre-authorizations and pre-auth completions when the card is not swiped
⓬ Transaction date (YYYY/MM/DD)
⓭ Transaction time (HH:MM:SS)
⓮ The receipt number contains:
- Terminal ID
- Batch number
- Transaction sequence number

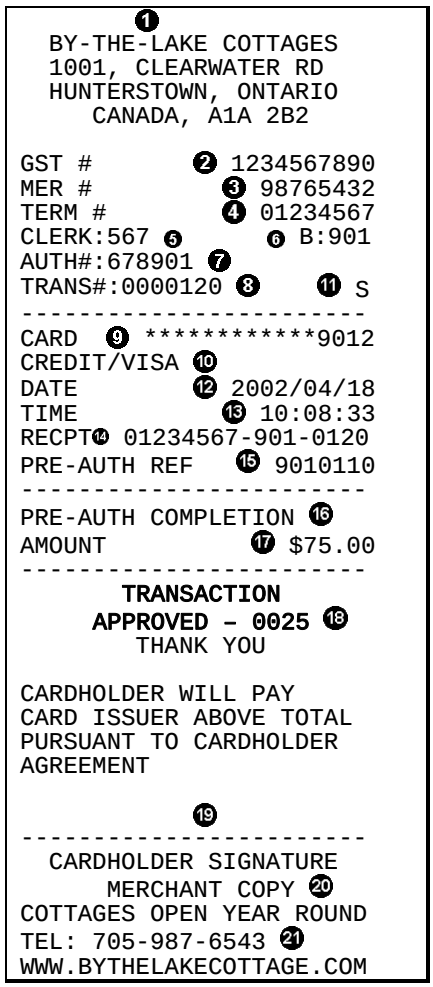
⓯ Pre-authorization reference number (batch and sequence number)
⓰ Transaction type
⓱ Shows the previous pre-authorized total stored in the terminal memory. It does not include the current amount being pre-authorized
⓲ Amount. Note that the **tip line is not configured** in this example
⓳ Approved message with host result code
⓴ The customer statement and signature line are printed on the merchant copy
㉑ Indicates whether the copy is for the merchant or the customer
㉒ Shows the footer message, if any
㉓ Sum of the previous lines: previous total and amount

Credit Pre-authorization Completion

SALE PRE-AUTH PRE-AUTH COMP ▼REFUND ▲	1. Use **[▼]** to highlight PRE-AUTH COMP, then press **[OK]**. See also **Credit Pre-authorizations and Pre-authorization Completions** (on page 38). 2. Enter the password (configurable; see page 29). 3. Enter the clerk ID – 123 in the example (configurable; see page 25).
PRE-AUTH REF # 9876543	4. Enter the existing pre-authorization reference number to be retrieved from the terminal memory (9876543 in the example).
VERIFY PRE-AUTH ENTER TO CONFIRM $67.00 4537123456789012	5. Confirm the previous total and card number ($67.00 and 4537123456789012 in the example). Press **[OK]**.
PRE-AUTH COMPL AMOUNT $75.00	6. Enter the transaction final amount ($75.00 in the example). 7. The terminal communicates with the host and displays DIALING (if connection is dial), SENDING, RECEIVING and PROCESSING.
TRANS APPROVED 456789 $75.00 REF# 9876543	8. The terminal displays the response (see page 40) and prints the receipt (see below).
PRINT NEXT COPY – OK?	9. Press **[OK]** after detaching the receipt. The terminal displays PRINTING while it prints the next copies. Detach them and press **[OK]**. The terminal returns to the idle screen.

When a pre-authorization completion is performed, the terminal erases the corresponding pre-authorization record from the pre-authorization memory storage and creates a new record for a completed transaction in the transaction memory storage.

Pre-authorization Completion



❶ Merchant name and address
❷ GST number, if any
❸ Merchant ID
❹ Terminal ID
❺ Clerk ID performing the transaction
❻ Batch number
❼ Authorization number from the host
❽ Transaction sequence number
❾ Card number (masked with asterisks for security reasons)
❿ Card type and brand
⓫ S for swiped cards, M for manually entered cards, for consecutive pre-authorizations and pre-auth completions when the card is not swiped
⓬ Transaction date (YYYY/MM/DD)
⓭ Transaction time (HH:MM:SS)
⓮ The receipt number contains:
- Terminal ID
- Batch number
- Transaction sequence number

⓯ Pre-auth reference number (batch and sequence number)
⓰ For a pre-authorization completion, `PRE-AUTH COMPLETION` is printed as the transaction type
⓱ Transaction amount
⓲ Approved message with host result code
⓳ The customer statement and signature line are printed on the merchant copy
⓴ Indicates whether the copy is for the merchant or the customer
㉑ Shows the footer message, if any

Debit Transactions

Debit Sale

Debit Sale Without Tip or Cashback

SALE PRE-AUTH PRE-AUTH COMP ▼REFUND ▲	1. At the idle screen, swipe the debit card or press **[OK]** to select SALE. 2. Enter the password (configurable; see page 29). 3. Enter the clerk ID – 123 in the example (configurable; see page 25).
SALE DEBIT CREDIT	4. This screen appears if both card types are configured (see page 26) and if you did not swipe the card at step 1. Select **[DEBIT]**.
SALE AMOUNT $10.00	5. Enter the sale amount ($10.00 in the example).
PRESS ENTER AND PASS TERMINAL TO CUSTOMER	6. Press **[OK]** and pass the terminal to the customer. This screen is not displayed if there is an external pinpad (see page 26). Screens displayed on the external pinpad are not exactly as shown here.
SALE/VENTE SWIPE CARD GLISSER LA CARTE	7. If this was not done before, the customer swipes the card (see page 39).
SALE $10.00 OK?	8. The customer presses **[OK]** to confirm the transaction amount.
SALE SURCHARGE $1.00 OK?	9. The customer presses **[OK]** to accept the surcharge amount ($1.00 in the example). If the customer does not accept the surcharge, the transaction needs to be cancelled. This screen is displayed if surcharge is configured (see page 26).
SALE TOT $11.00 OK?	10. The customer presses **[OK]** to accept the total amount including surcharge ($11.00 in the example).
SALE SELECT ACCOUNT CHQ SAV	11. The customer selects **[CHQ]** to pay from their chequing account or **[SAV/EP]** to pay from their savings account.
SALE ENTER PIN & OK PIN=**********	12. The customer enters their PIN. Asterisks are echoed. 13. The terminal communicates with the host and displays DIALING (if connection is dial), SENDING, RECEIVING and PROCESSING.
TRANS APPROVED THANK YOU	14. The customer approved message is displayed.
PRESS ENTER AND PASS TERMINAL TO MERCHANT	15. The customer presses **[OK]** and passes the terminal back to you. This screen is not displayed if there is an external pinpad (see page 26).
TRANS APPROVED 1234567 $11.00	16. The terminal displays the response (see page 40) and prints the receipt (see below).

```
          PRINT
NEXT COPY – OK?
```

17. Press **[OK]** after detaching the receipt.
    The terminal displays `PRINTING` while it prints the next copies.
    Detach them and press **[OK]**.
    The terminal returns to the idle screen.

Debit Sale Without Tip or Cashback

```
        ❶
  BY-THE-LAKE COTTAGES
  1001, CLEARWATER RD
  HUNTERSTOWN, ONTARIO
     CANADA, A1A 2B2

GST #        ❷ 1234567890
MER #          ❸ 98765432
TERM #         ❹ 01234567
CLERK:567 ❺      ❻ B:901
AUTH#:678901 ❼
TRANS#:1000120 ❽     ⓫ S
------------------------
CARD  ❾ ************9012
DEBIT/CHEQUING ❿
DATE         ⓬ 2002/04/18
TIME           ⓭ 10:08:33
RECPT⓮ 01234567-901-0120
REFERENCE    ⓴ 0019010120
------------------------
PURCHASE ⓯             ⓰
AMOUNT             $10.00
SURCHARGE           $1.00
TOTAL              $11.00
------------------------
       TRANSACTION
   01 – APPROVED – 025 ⓱
COTTAGES OPEN YEAR ROUND
TEL: 705-987-6543 ⓳
WWW.BYTHELAKECOTTAGE.COM
```

❶ Merchant name and address
❷ GST number, if any
❸ Merchant ID
❹ Terminal ID
❺ Clerk ID performing the transaction
❻ Batch number
❼ Authorization number from the host
❽ Transaction sequence number
❾ Card number (masked with asterisks for security reasons)
❿ Card type and debit account type
⓫ S for swiped debit cards
⓬ Transaction date (YYYY/MM/DD)
⓭ Transaction time (HH:MM:SS)
⓮ The receipt number contains:
- S for swiped debit cards
- Terminal ID
- Batch number
- Transaction sequence number

⓯ Transaction type
⓰ These amounts are shown:
- Transaction amount before surcharge
- Surcharge amount
- Total amount including surcharge

⓱ Approved message with ISO and host response codes
⓳ Shows the footer message, if any
⓴ The reference number contains:
- Shift number
- Batch number
- Transaction sequence number

Debit Sale With Tip

SALE PRE-AUTH PRE-AUTH COMP ▼REFUND ▲	1. At the idle screen, swipe the debit card or press **[OK]** to select SALE. 2. Enter the password (configurable; see page 29). 3. Enter the clerk ID – 123 in the example (configurable; see page 25).
SALE DEBIT CREDIT	4. This screen appears if both card types are configured (see page 26) and if you did not swipe the card at step 1. Select **[DEBIT]**.
SALE AMOUNT $10.00	5. Enter the sale amount ($10.00 in the example).
PRESS ENTER AND PASS TERMINAL TO CUSTOMER	6. Press **[OK]** and pass the terminal to the customer. This screen is not displayed if there is an external pinpad (see page 26). Screens displayed on the external pinpad are not exactly as shown here.
SALE/VENTE SWIPE CARD GLISSER LA CARTE	7. If this was not done before, the customer swipes the card (see page 39).
SALE $10.00 OK?	8. The customer presses **[OK]** to confirm the transaction amount.
SALE SURCHARGE $1.00 OK?	9. The customer presses **[OK]** to accept the surcharge amount ($1.00 in the example). If the customer does not accept the surcharge, the transaction needs to be cancelled. This screen is displayed if surcharge is configured (see page 26).
TIP? YES NO	10. The customer selects **[YES]** if they want to give a tip (next step: 11) or **[NO]** otherwise (next step: 13).
SALE TIP AMOUNT & OK $1.50	11. The customer enters the tip amount ($1.50 in the example).
SALE TOT $12.50 TIP $1.50 OK?	12. The customer presses **[OK]** to accept the total and the tip amount ($12.50 in the example).
SALE SELECT ACCOUNT CHQ SAV	13. The customer selects **[CHQ]** to pay from their chequing account or **[SAV/EP]** to pay from their savings account.
SALE ENTER PIN & OK PIN=**********	14. The customer enters their PIN. Asterisks are echoed. 15. The terminal communicates with the host and displays DIALING (if connection is dial), SENDING, RECEIVING and PROCESSING.
TRANS APPROVED THANK YOU	16. The customer approved message is displayed.
PRESS ENTER AND PASS TERMINAL TO MERCHANT	17. The customer presses **[OK]** and passes the terminal back to you. This screen is not displayed if there is an external pinpad (see page 26).
TRANS APPROVED 1234567 $12.50	18. The terminal displays the response (see page 40) and prints the receipt (see above).

```
          PRINT
NEXT COPY – OK?
```

19. Press **[OK]** after detaching the receipt.
    The terminal displays `PRINTING` while it prints the next copies.
    Detach them and press **[OK]**.
    The terminal returns to the idle screen.

Debit Sale With Tip

```
        ❶
  BY-THE-LAKE COTTAGES
  1001, CLEARWATER RD
  HUNTERSTOWN, ONTARIO
     CANADA, A1A 2B2

GST #        ❷ 1234567890
MER #          ❸ 98765432
TERM #         ❹ 01234567
CLERK:567 ❺       ❻ B:901
AUTH#:678901 ❼
TRANS#:1000120 ❽     ⓫ S
------------------------
CARD  ❾ ************9012
DEBIT/CHEQUING ❿
DATE         ⓬ 2002/04/18
TIME           ⓭ 10:08:33
RECPT⓮ 01234567-901-0120
REFERENCE    ⓴ 0019010120
------------------------
PURCHASE ⓯             ⓰
AMOUNT             $10.00
TIP                 $1.50
SURCHARGE           $1.00
TOTAL              $12.50
------------------------
       TRANSACTION
   01 – APPROVED – 025 ⓱
COTTAGES OPEN YEAR ROUND
TEL: 705-987-6543 ⓳
WWW.BYTHELAKECOTTAGE.COM
```

❶ Merchant name and address
❷ GST number, if any
❸ Merchant ID
❹ Terminal ID
❺ Clerk ID performing the transaction
❻ Batch number
❼ Authorization number from the host
❽ Transaction sequence number
❾ Card number (masked with asterisks for security reasons)
❿ Card type and debit account type
⓫ S for swiped debit cards
⓬ Transaction date (YYYY/MM/DD)
⓭ Transaction time (HH:MM:SS)
⓮ The receipt number contains:
- Terminal ID
- Batch number
- Transaction sequence number

⓯ Transaction type
⓰ These amounts are shown:
- Transaction amount before tip and surcharge
- Tip amount
- Surcharge amount
- Total amount including tip and surcharge

⓱ Approved message with ISO and host response codes
⓳ Shows the footer message, if any
⓴ The reference number contains:
- Shift number
- Batch number
- Transaction sequence number

Debit Sale With Cashback

To perform a cashback-only transaction, enter only the cashback amount leaving a zero sale amount.

SALE PRE-AUTH PRE-AUTH COMP ▼REFUND ▲	1. At the idle screen, swipe the debit card or press **[OK]** to select SALE. 2. Enter the password (configurable; see page 29). 3. Enter the clerk ID – 123 in the example (configurable; see page 25).
SALE DEBIT CREDIT	4. This screen appears if both card types are configured (see page 26) and if you did not swipe the card at step 1. Select **[DEBIT]**.
SALE AMOUNT $10.00	5. Enter the sale amount ($10.00 in the example). If you want to perform a cashback-only transaction, press **[OK]** without entering a transaction amount.
CASHBACK AMOUNT $20.00	6. Enter the cashback amount ($20.00 in the example). If there is no cashback, press **[OK]** without entering an amount.
PRESS ENTER AND PASS TERMINAL TO CUSTOMER	7. Press **[OK]** and pass the terminal to the customer. This screen is not displayed if there is an external pinpad (see page 26). Screens displayed on the external pinpad are not exactly as shown here.
SALE/VENTE SWIPE CARD GLISSER LA CARTE	8. If this was not done before, the customer swipes the card (see page 39).
SALE $10.00 OK?	9. The customer presses **[OK]** to confirm the transaction amount.
SALE CASHBACK $20.00 OK?	10. The customer presses **[OK]** to confirm the cashback amount ($20.00 in the example).
SALE SURCHARGE $1.00 OK?	11. The customer presses **[OK]** to accept the surcharge amount ($1.00 in the example). If the customer does not accept the surcharge, the transaction needs to be cancelled. This screen is displayed if surcharge is configured (see page 26).
SALE TOT $31.00 OK?	12. The customer presses **[OK]** to confirm the total amount including cashback and surcharge ($31.00 in the example).
SALE SELECT ACCOUNT CHQ SAV	13. The customer selects **[CHQ]** to pay from their chequing account or **[SAV/EP]** to pay from their savings account.
SALE ENTER PIN & OK PIN=**********	14. The customer enters their PIN. Asterisks are echoed. 15. The terminal communicates with the host and displays DIALING (if connection is dial), SENDING, RECEIVING and PROCESSING.
TRANS APPROVED THANK YOU	16. The customer approved message is displayed.
PRESS ENTER AND PASS TERMINAL TO MERCHANT	17. The customer presses **[OK]** and passes the terminal back to you. This screen is not displayed if there is an external pinpad (see page 26).

```
TRANS APPROVED
      1234567
       $31.00
```

18. The terminal displays the response (see page 40) and prints the receipt (see below).

```
          PRINT
NEXT COPY – OK?
```

19. Press **[OK]** after detaching the receipt.
    The terminal displays `PRINTING` while it prints the next copies.
    Detach them and press **[OK]**.
    The terminal returns to the idle screen.

Debit Sale With Cashback

```
      ❶
  BY-THE-LAKE COTTAGES
  1001, CLEARWATER RD
  HUNTERSTOWN, ONTARIO
     CANADA, A1A 2B2

GST #        ❷ 1234567890
MER #          ❸ 98765432
TERM #         ❹ 01234567
CLERK:567 ❺       ❻ B:901
AUTH#:678901 ❼
TRANS#:2000120 ❽     ⓫ S
------------------------
CARD  ❾ ************9012
DEBIT/CHEQUING ❿
DATE         ⓬ 2002/04/18
TIME           ⓭ 10:08:33
RECPT⓮ 01234567-901-0120
REFERENCE    ⓴ 0019010120
------------------------
PURCHASE ⓯             ⓰
AMOUNT              $10.00
CASHBACK            $20.00
SURCHARGE            $1.00
TOTAL               $31.00
------------------------
       TRANSACTION
   01 – APPROVED – 025 ⓱
COTTAGES OPEN YEAR ROUND
TEL: 705-987-6543 ⓳
WWW.BYTHELAKECOTTAGE.COM
```

❶ Merchant name and address
❷ GST number, if any
❸ Merchant ID
❹ Terminal ID
❺ Clerk ID performing the transaction
❻ Batch number
❼ Authorization number from the host
❽ Transaction sequence number
❾ Card number (masked with asterisks for security reasons)
❿ Card type and debit account type
⓫ S for swiped debit cards
⓬ Transaction date (YYYY/MM/DD)
⓭ Transaction time (HH:MM:SS)
⓮ The receipt number contains:
- Terminal ID
- Batch number
- Transaction sequence number

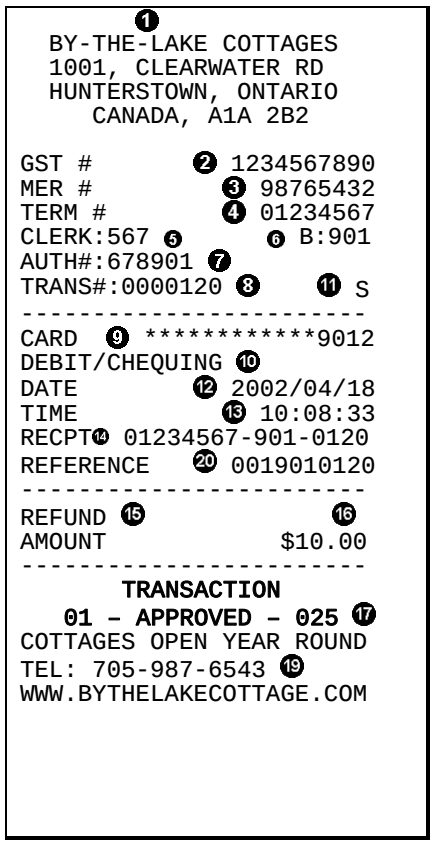
⓯ Transaction type
⓰ These amounts are shown:
- Transaction amount before cashback and surcharge
- Cashback amount
- Surcharge amount
- Total amount including cashback and surcharge

⓱ Approved message with ISO and host response codes
⓳ Shows the footer message, if any
⓴ The reference number contains:
- Shift number
- Batch number
- Transaction sequence number

Debit Refund

SALE PRE-AUTH PRE-AUTH COMP ▼REFUND ▲	1. Use **[▼]** to highlight REFUND and press **[OK]**. See also **Refunds and Voids** (on page 37).
MANAGER PASSWORD ********	2. Enter the password (configurable; see page 29). 3. Enter the clerk ID – 123 in the example (configurable; see page 25).
REFUND DEBIT CREDIT	4. This screen appears if both card types are configured (see page 26). Select **[DEBIT]**.
REFUND AMOUNT $10.00	5. Enter the transaction amount ($10.00 in the example).
PRESS ENTER AND PASS TERMINAL TO CUSTOMER	6. Press **[OK]** and pass the terminal to the customer. This screen is not displayed if there is an external pinpad (see page 26). Screens displayed on the external pinpad are not exactly as shown here.
REFUND/REMBOURS SWIPE CARD GLISSER LA CARTE	7. The customer swipes the card (see page 39).
REFUND $10.00 OK?	8. The customer presses **[OK]** to confirm the transaction amount.
REFUND SELECT ACCOUNT CHQ SAV	9. The customer selects **[CHQ]** to pay from their chequing account or **[SAV/EP]** to pay from their savings account.
REFUND ENTER PIN & OK PIN=**********	10. The customer enters their PIN. Asterisks are echoed. 11. The terminal communicates with the host and displays DIALING (if connection is dial), SENDING, RECEIVING and PROCESSING.
TRANS APPROVED THANK YOU	12. The customer approved message is displayed.
PRESS ENTER AND PASS TERMINAL TO MERCHANT	13. The customer presses **[OK]** and passes the terminal back to you. This screen is not displayed if there is an external pinpad (see page 26).
TRANS APPROVED 1234567 $10.00	14. The terminal displays the response (see page 40) and prints the receipt (see below).
PRINT NEXT COPY – OK?	15. Press **[OK]** after detaching the receipt. The terminal displays PRINTING while it prints the next copies. Detach them and press **[OK]**. The terminal returns to the idle screen.

Debit Refund



❶ Merchant name and address
❷ GST number, if any
❸ Merchant ID
❹ Terminal ID
❺ Clerk ID performing the transaction
❻ Batch number
❼ Authorization number from the host
❽ Transaction sequence number
❾ Card number (masked with asterisks for security reasons)
❿ Card type and debit account type
⓫ S for swiped debit cards
⓬ Transaction date (YYYY/MM/DD)
⓭ Transaction time (HH:MM:SS)
⓮ The receipt number contains:
- Terminal ID
- Batch number
- Transaction sequence number

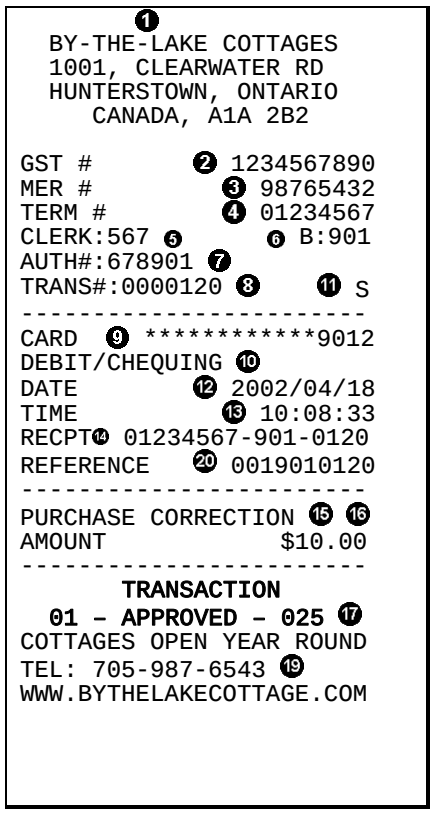
⓯ Transaction type
⓰ These amounts are shown:
- Transaction amount

⓱ Approved message with ISO and host response codes
⓳ Shows the footer message, if any
⓴ The reference number contains:
- Shift number
- Batch number
- Transaction sequence number

Debit Sale Void

SALE PRE-AUTH PRE-AUTH COMP ▼REFUND ▲	1. Use **[▼]** to highlight SALE VOID and press **[OK]**. See also **Refunds and Voids** (on page 37).
MANAGER PASSWORD ********	2. Enter the password (configurable; see page 29). 3. Enter the clerk ID – 123 in the example (configurable; see page 25).
SALE VOID DEBIT CREDIT	4. This screen appears if both card types are configured (see page 26). Select **[DEBIT]**.
SALE VOID ORIGINAL TRAN # 4567	5. Enter the transaction number printed on the receipt of the original transaction being voided (4567 in the example).
VERIFY VOID # ENTER TO CONFIRM $10.00 5446123456789012	6. Press **[OK]** after verifying the original transaction data displayed: Transaction amount ($10.00 in the example). Card number (5446123456789012 in the example).
PRESS ENTER AND PASS TERMINAL TO CUSTOMER	7. Press **[OK]** and pass the terminal to the customer. This screen is not displayed if there is an external pinpad (see page 26). Screens displayed on the external pinpad are not exactly as shown here.
SALE VD/AN ACHAT SWIPE CARD GLISSER LA CARTE	8. The customer swipes the card (see page 39).
SALE VOID $10.00 OK?	9. The customer presses **[OK]** to confirm the transaction amount.
SALE VOID SELECT ACCOUNT CHQ SAV	10. The customer selects **[CHQ]** to pay from their chequing account or **[SAV/EP]** to pay from their savings account.
SALE VOID ENTER PIN & OK PIN=**********	11. The customer enters their PIN. Asterisks are echoed. 12. The terminal communicates with the host and displays DIALING (if connection is dial), SENDING, RECEIVING and PROCESSING.
TRANS APPROVED THANK YOU	13. The customer approved message is displayed.
PRESS ENTER AND PASS TERMINAL TO MERCHANT	14. The customer presses **[OK]** and passes the terminal back to you. This screen is not displayed if there is an external pinpad (see page 26).
TRANS APPROVED 1234567 $10.00	15. The terminal displays the response (see page 40) and prints the receipt (see below).
PRINT NEXT COPY – OK?	16. Press **[OK]** after detaching the receipt. The terminal displays PRINTING while it prints the next copies. Detach them and press **[OK]**. The terminal returns to the idle screen.

Debit Sale Void



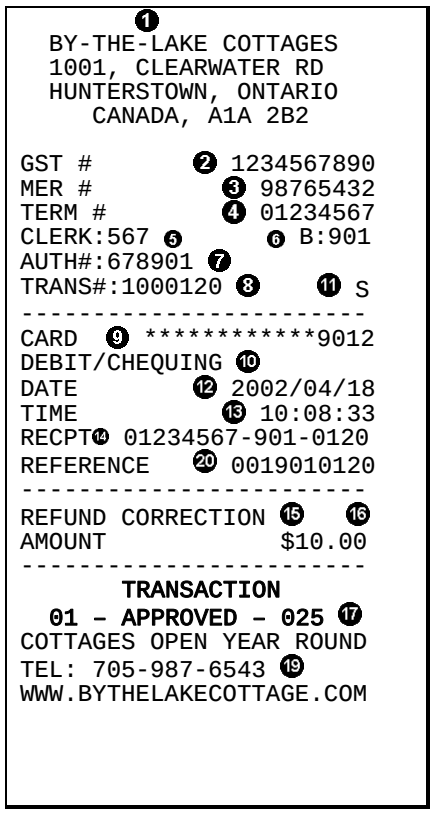
❶ Merchant name and address
❷ GST number, if any
❸ Merchant ID
❹ Terminal ID
❺ Clerk ID performing the transaction
❻ Batch number
❼ Authorization number from the host
❽ Transaction sequence number
❾ Card number (masked with asterisks for security reasons)
❿ Card type and debit account type
⓫ S for swiped debit cards
⓬ Transaction date (YYYY/MM/DD)
⓭ Transaction time (HH:MM:SS)
⓮ The receipt number contains:
- Terminal ID
- Batch number
- Transaction sequence number

⓯ Transaction type
⓰ Amount
⓱ Approved message with ISO and host response codes
⓳ Shows the footer message, if any
⓴ The reference number contains:
- Shift number
- Batch number
- Transaction sequence number

Debit Refund Void

SALE PRE-AUTH PRE-AUTH COMP ▼REFUND ▲	1. Use **[▼]** to highlight `REFUND VOID` and press **[OK]**. See also **Refunds and Voids** (on page 37).
MANAGER PASSWORD ********	2. Enter the password (configurable; see page 29). 3. Enter the clerk ID – `123` in the example (configurable; see page 25).
REFUND VOID DEBIT CREDIT	4. This screen appears if both card types are configured (see page 26). Select **[DEBIT]**.
REFUND VOID ORIGINAL TRAN # 4567	5. Enter the transaction number printed on the receipt of the original transaction being voided (`4567` in the example).
VERIFY VOID # ENTER TO CONFIRM $10.00 5446123456789012	6. Press **[OK]** after verifying the original transaction data displayed: Transaction amount (`$10.00` in the example). Card number (`5446123456789012` in the example).
PRESS ENTER AND PASS TERMINAL TO CUSTOMER	7. Press **[OK]** and pass the terminal to the customer. This screen is not displayed if there is an external pinpad (see page 26). Screens displayed on the external pinpad are not exactly as shown here.
REF VOID/AN REMB SWIPE CARD GLISSER LA CARTE	8. The customer swipes the card (see page 39).
REFUND VOID $10.00 OK?	9. The customer presses **[OK]** to confirm the transaction amount.
REFUND VOID SELECT ACCOUNT CHQ SAV	10. The customer selects **[CHQ]** to pay from their chequing account or **[SAV/EP]** to pay from their savings account.
REFUND VOID ENTER PIN & OK PIN=**********	11. The customer enters their PIN. Asterisks are echoed. 12. The terminal communicates with the host and displays `DIALING` (if connection is dial), `SENDING`, `RECEIVING` and `PROCESSING`.
TRANS APPROVED THANK YOU	13. The customer approved message is displayed.
PRESS ENTER AND PASS TERMINAL TO MERCHANT	14. The customer presses **[OK]** and passes the terminal back to you. This screen is not displayed if there is an external pinpad (see page 26).
TRANS APPROVED 1234567 $10.00	15. The terminal displays the response (see page 40) and prints the receipt (see below).
PRINT NEXT COPY – OK?	16. Press **[OK]** after detaching the receipt. The terminal displays `PRINTING` while it prints the next copies. Detach them and press **[OK]**. The terminal returns to the idle screen.

Debit Refund Void



❶ Merchant name and address
❷ GST number, if any
❸ Merchant ID
❹ Terminal ID
❺ Clerk ID performing the transaction
❻ Batch number
❼ Authorization number from the host
❽ Transaction sequence number
❾ Card number (masked with asterisks for security reasons)
❿ Card type and debit account type
⓫ S for swiped debit cards
⓬ Transaction date (YYYY/MM/DD)
⓭ Transaction time (HH:MM:SS)
⓮ The receipt number contains:
- Terminal ID
- Batch number
- Transaction sequence number

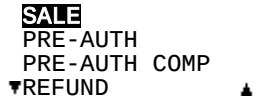
⓯ Transaction type
⓰ Amount
⓱ Approved message with ISO and host response codes
⓳ Shows the footer message, if any
⓴ The reference number contains:
- Shift number
- Batch number
- Transaction sequence number

Business Functions

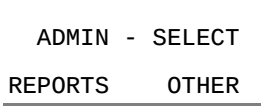
Transaction Inquiry

The terminal has a transaction memory storage that keeps approved financial transactions except for uncompleted pre-authorizations (see note on page 27 for more). Those transactions can be listed using two options:

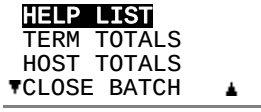
- All transactions in the transaction storage
- Transactions for a specific date



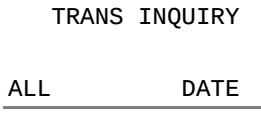
1. At the idle screen, press **[ADMIN]**.



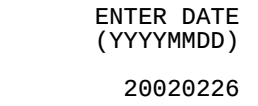
2. Select **[REPORTS]**.



3. Use **[▼]** to highlight `TRANS INQUIRY` (transaction inquiry), then press **[OK]**.
4. Enter the password (configurable; see page 29).



5. Select **[ALL]** to print all the transactions stored – up to 500 (next step: 7). Select **[DATE]** to print transactions for a specific date (next step 6).

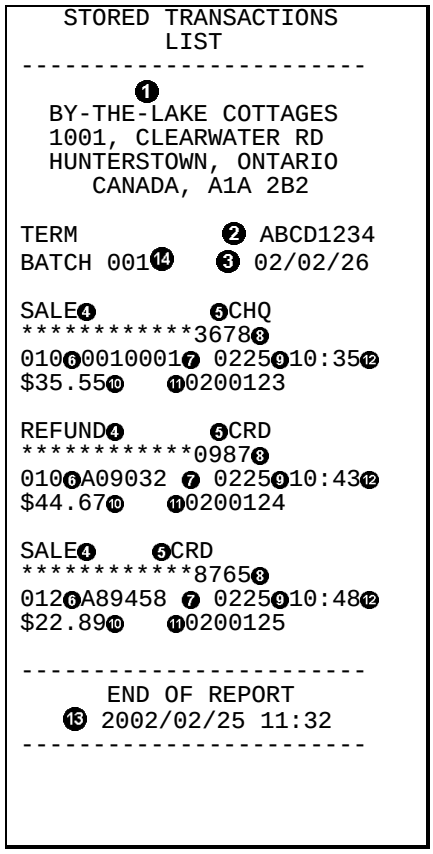


6. Enter the date of the transactions to be printed (`20020226` in the example).
7. The terminal displays `PRINTING` while printing the report (see below). After printing is done, press **[CAN/ANN]** to return to the idle screen.

Beware of the time and paper it may take to print all the transactions (up to 500).

Transaction Inquiry

The transactions are printed in the order they were performed. They come from the terminal memory (see also **Incomplete Pre-authorization Inquiry** on page 75).



❶ Merchant name and address
❷ Terminal ID
❸ For the “all” selection, this is the current date. For the “by date” selection, this is the date entered at the terminal (YY/MM/DD)
❹ Transaction type:
- `SALE`
- `SALE VOID`
- `REFUND`
- `REF VOID` (refund void)
- `FRCD PST` (forced post)
- `P-A CMPL` (pre-authorization completion)

❺ Account type:
- `CRD` (credit card)
- `CHQ` (debit card, chequing account)
- `SAV` (debit card, savings account)

❻ Clerk ID if entered during the transaction
❼ Transaction authorization number
❽ Card number (masked with asterisks for security reasons)
❾ Transaction date (MMDD)
❿ Transaction amount
⓫ Batch number (first 3 digits) followed by the transaction sequence number (last 4 digits)
⓬ Transaction time (HH:MM)
⓭ Date and time the report was printed (YYYY/MM/DD HH:MM)
⓮ Batch number

Incomplete Pre-authorization Inquiry

The terminal has a pre-authorization memory storage that keeps approved incomplete pre-authorizations (see note on page 27 for more). These transactions can be listed using two options:

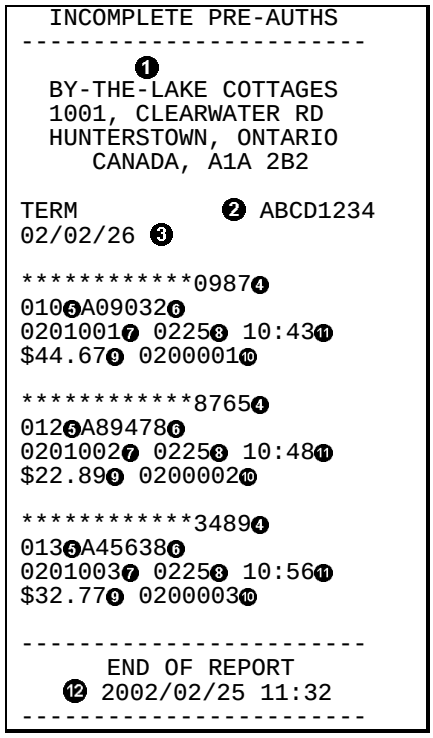
- All pre-authorizations in the pre-authorization storage
- Pre-authorizations for a specific date

SALE PRE-AUTH PRE-AUTH COMP ▼REFUND ▲	1. At the idle screen, press **[ADMIN]**.
ADMIN - SELECT REPORTS OTHER	2. Select **[REPORTS]**.
HELP LIST TERM TOTALS HOST TOTALS ▼CLOSE BATCH ▲	3. Use **[▼]** to highlight INCOMP PRE-AUT (pre-authorization inquiry), then press **[OK]**. 4. Enter the password (configurable; see page 29).
PRE-AUTH INQUIRY ALL DATE	5. Select **[ALL]** to print all the pre-authorizations stored – up to 400 (next step: 7). Select **[DATE]** to print pre-authorizations for a specific date (next step 6).
ENTER DATE (YYYYMMDD) 20020226	6. Enter the date of the pre-authorizations to be printed (20020226 in the example). 7. The terminal displays PRINTING while printing the report (see below). After printing is done, press **[CAN/ANN]** to return to the idle screen.

Beware of the time and paper it may take to print all the pre-authorizations (up to 400).

Incomplete Pre-authorization Inquiry

The pre-authorizations are printed in the order they were performed. They come from the terminal memory (see also **Transaction Inquiry** on page 73).

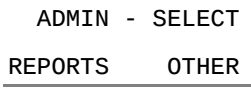


❶ Merchant name and address
❷ Terminal ID
❸ For the “all” selection, this is the current date. For the “by date” selection, this is the date entered at the terminal (YY/MM/DD)
❹ Card number (masked with asterisks for security reasons)
❺ Clerk ID if entered during the transaction
❻ Authorization number
❼ Pre-authorization reference number, composed of batch and sequence number
❽ Pre-authorization date (MMDD)
❾ Pre-authorization amount
❿ Batch number (first 3 digits) followed by the sequence number (last 4 digits)
⓫ Pre-authorization time (HH:MM)
⓬ Date and time the report was printed (YYYY/MM/DD HH:MM)

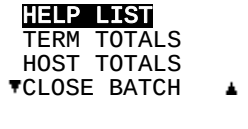
Terminal Totals

This option gives printed totals for the current batch broken down by card type. The totals come from the terminal memory.

1. At the idle screen, press **[ADMIN]**.



2. Select **[REPORTS]**.



3. Use **[▼]** to highlight TERM TOTALS (terminal totals), then press **[OK]**.
4. Enter the password (configurable; see page 29).
5. The terminal displays PRINTING while printing the report (see below). After printing, press **[CAN/ANN]** to return to the idle screen.

Terminal Totals

```
     TERMINAL TOTALS
------------------------
         ❶
  BY-THE-LAKE COTTAGES
  1001, CLEARWATER RD
  HUNTERSTOWN, ONTARIO
     CANADA, A1A 2B2

TERM           ❷ ABCD1234

BATCH 020 ❸    ❹ 02/02/26

DEBIT
 100 SALE      ❺ $1000.00
   9 REFUND    ❼  -$90.00
   4 VOID      ❿   $40.00
 113 NET TOT   ⓫  $870.00

   1 TIP       ❻   $50.00
 100 SURCH     ❽  $100.00
   1 CASHBACK  ❾   $40.00

VISA
   4 SALE      ❺   $50.15
   1 REFUND    ❼  -$15.00
   3 VOID      ❿   -$4.85
   8 NET TOT   ⓫   $40.00

   1 TIP       ❻    $2.00

MASTER CARD
 100 SALE      ❺ $1000.00
   9 REFUND    ❼  -$90.00
   4 VOID      ❿   $40.00
 113 NET TOT   ⓫  $870.00

   1 TIP       ❻   $50.00

AMEX
 100 SALE      ❺ $1000.00
   9 REFUND    ❼  -$90.00
   4 VOID      ❿   $40.00
 113 NET TOT   ⓫  $870.00

   1 TIP       ❻   $50.00

DINERS CLUB
 100 SALE      ❺ $1000.00
   9 REFUND    ❼  -$90.00
```

❶ Merchant name and address
❷ Terminal ID
❸ Batch number
❹ Current date (YY/MM/DD)
❺ Sale transaction count and amount
❻ Tip count and amount
❼ Refund transaction count and amount
❽ Surcharge count and amount
❾ Cashback count and amount
❿ Void transaction count and amount
⓫ Batch net total: sales plus refunds (always negative) minus voids (could be positive or negative amount)
⓬ Date and time the report was printed (YYYY/MM/DD HH:MM)

(50.15 + (-15.00) – (-4.85)) = 40.00

```
   4 VOID      ❿   $40.00
 113 NET TOT   ⓫  $870.00

   1 TIP       ❻   $50.00

JCB
 100 SALE      ❺ $1000.00
   9 REFUND    ❼  -$90.00
   4 VOID      ❿   $40.00
 113 NET TOT   ⓫  $870.00

   1 TIP       ❻   $50.00

TOTAL
 504 SALE      ❺ $5050.15
  46 REFUND    ❼ -$465.00
   4 VOID      ❿  $195.14
 554 NET TOT   ⓫ $4389.86

   6 TIP       ❻  $252.00
 100 SURCH     ❽  $100.00
   1 CASHBACK  ❾   $40.00

------------------------
      END OF REPORT
   ⓬ 2002/02/25 11:32
------------------------
```

Close Batch

This option settles the current batch with the host usually at the end of a business day.

```
SALE
 PRE-AUTH
 PRE-AUTH COMP
▼REFUND          ▲
```

1. At the idle screen, press **[ADMIN]**.

```
  ADMIN - SELECT

REPORTS    OTHER
```

2. Select **[REPORTS]**.

```
HELP LIST
 TERM TOTALS
 HOST TOTALS
▼CLOSE BATCH     ▲
```

3. Use **[▼]** to highlight `CLOSE BATCH`, then press **[OK]**.
4. Enter the password (configurable; see page 29).
5. The terminal communicates with the host and displays `DIALING` (if connection is dial), `SENDING`, `RECEIVING` and `PROCESSING`.
6. The terminal prints the host totals report (sample on page 81).

```
      CLOSE BATCH


YES            NO
```

7. Select one of the following options:
   [YES] – to close the batch with the host. The terminal communicates with the host and displays `DIALING` (if connection is dial), `SENDING`, `RECEIVING` and `PROCESSING`.
   [NO] – not to close the batch (the close batch status report is printed either way).
8. The terminal prints the close batch status report (see below) whether or not the batch is closed. Press **[CAN/ANN]** after printing to return to the idle screen.

Closed Batch Status Report

```
   CLOSE BATCH STATUS
------------------------
NET TOT          $501.88❶
SETTLD           $501.88❷
BATCH 001❺CLOSED❸
BATCH 001❺NOT CLOSED❹
------------------------
      END OF REPORT
   ⓬ 2002/02/25 11:32
------------------------
```

❶ Net total calculated by the terminal.
❷ Settled total as sent by the host. This total should always match the total calculated by the terminal.
❸ This line printed if batch is successfully closed.
❹ This line printed if batch is not successfully closed.
❺ Batch number
⓬ Date and time the report was printed (YYYY/MM/DD HH:MM)

Closed Totals Inquiry

This report gives totals for closed batches stored in the terminal memory. You have two options:

- Print totals for all batches stored in the terminal memory
- Print totals for a single batch

SALE PRE-AUTH PRE-AUTH COMP ▼REFUND ▲	1. At the idle screen, press **[ADMIN]**.
ADMIN - SELECT REPORTS OTHER	2. Select **[REPORTS]**.
HELP LIST TERM TOTALS HOST TOTALS ▼CLOSE BATCH ▲	3. Use **[▼]** to highlight CLOSED TOTALS, then press **[OK]**. 4. Enter the password (configurable; see page 29).
CLOSED TOTALS ALL BATCH #	5. Select **[ALL]** to print the totals for all closed batches (next step: 8). Select **[BATCH #]** to print totals for a specific batch number (next step: 6).
ENTER BATCH NUMBER 020	6. Enter the batch number that you want to print (020 in the example). 7. The terminal communicates with the host and displays DIALING (if connection is dial), SENDING, RECEIVING and PROCESSING. 8. The terminal displays PRINTING while printing the report (see below). After printing, press **[CAN/ANN]** to return to the idle screen.

The terminal holds in memory the totals for the last five closed batches.

Closed Batch Terminal Totals

```
CLOSED BATCH TERM TOTALS
------------------------
       ❶
  BY-THE-LAKE COTTAGES
  1001, CLEARWATER RD
  HUNTERSTOWN, ONTARIO
     CANADA, A1A 2B2

TERM          ❷ ABCD1234

BATCH 020 ❸   ❹ 02/02/26
    NET TOT   ❺ $4490.47
    SETTLD    ❻ $4490.47

------------------------
    ⓬ END OF REPORT
    2002/02/25 11:32
------------------------
```

❶ Merchant name and address
❷ Terminal ID
❸ Batch number of closed batch
❹ Date when batch was closed. The batches are printed in chronological order
❺ Net total of closed batch – The “net total” total is “sale” total minus “refund” total minus “void” total. This line contains the terminal totals.
❻ This line contains the host totals for verification. This total should always match the total calculated by the terminal.
⓬ Date and time the report was printed (YYYY/MM/DD HH:MM)

Host Totals Inquiry

This report prints the current batch totals from the host.

```
SALE
 PRE-AUTH
 PRE-AUTH COMP
▼REFUND          ▲
```

1. At the idle screen, press **[ADMIN]**.

```
  ADMIN - SELECT

REPORTS    OTHER
```

2. Select **[REPORTS]**.

```
HELP LIST
 TERM TOTALS
 HOST TOTALS
▼CLOSE BATCH     ▲
```

3. Use **[▼]** to highlight `HOST TOTALS`, then press **[OK]**.
4. Enter the password (configurable; see page 29).
5. The terminal communicates with the host and displays `DIALING` (if connection is dial), `SENDING`, `RECEIVING` and `PROCESSING`.
6. The terminal displays `PRINTING` while printing the report (see below). After printing, press **[CAN/ANN]** to return to the idle screen.

Host Totals Inquiry

```
 HOST OPEN BATCH TOTALS
------------------------
        ❶
  BY-THE-LAKE COTTAGES
  1001, CLEARWATER RD
  HUNTERSTOWN, ONTARIO
     CANADA, A1A 2B2

TERM          ❷ ABCD1234

BATCH 020 ❸   ❹ 02/02/26

DEBIT
 218  NET TOT ⓫ $4490.47
TOTALS NOT MATCHING

VISA
 218  NET TOT ⓫ $4490.47

MASTER CARD
 218  NET TOT ⓫ $4490.47

AMEX
 218  NET TOT ⓫ $4490.47

DINERS CLUB
 218  NET TOT ⓫ $4490.47

JCB
 218  NET TOT ⓫ $4490.47

TOTAL
 218  NET TOT ⓫ $4490.47

------------------------
      END OF REPORT
   ⓬ 2002/02/25 11:32
------------------------
```

❶ Merchant name and address
❷ Terminal ID
❸ Batch number
❹ Current date (YY/MM/DD)
⓫ Batch net total: sales minus refunds minus voids
⓬ Date and time the report was printed (YYYY/MM/DD HH:MM)

During a host totals inquiry, if any of the terminal totals do not match with the host, the report shows the message `TOTALS NOT MATCHING` after the corresponding total line.

Please note that a pre-authorization must be completed (by a pre-authorization completion) before its amount is added to the host totals.

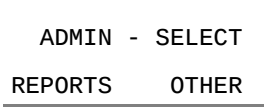
Reprint Last Receipt or Report

The reprint functionality is used:

- When a receipt or report is not printed correctly during the first attempt (printer short of paper, jammed, etc.)
- If you need an additional copy for any other reason

A reprinted receipt or report contains the message `***DUPLICATE***`. Other than this warning line, the reprint is the same as the original. Declined transactions can also be reprinted.

1. At the idle screen, press **[ADMIN]**.



2. Press **[2]**.
3. The terminal displays `PRINTING`, prints the receipt or report and returns to the idle screen.

Only receipts that have been printed can be reprinted:

- If the printer was turned off during the original transaction, you cannot reprint the receipt by turning the printer on and then attempting to perform a receipt reprint;
- If the printer was out of paper during the original transaction, then you can reprint it after you replace the paper roll.

You can only reprint a report if the terminal connects to the host to print the report. If you need an additional copy for a local report (that is, a report that does not need a host connection), you just have to perform the report function again.

Issues and Solutions

Frequently Asked Questions

I forgot my password. What should I do?

Call the Help Desk to obtain a master password that will allow you to:

- Change your password back to one you know;
- Unlock your terminal in the case it locked itself after you attempted to enter the wrong password.

See page 9 for the Help Desk telephone number.

Which cards does the terminal accept?

The terminal accepts the following credit card types: Visa, MasterCard, American Express, Diners Club, Discover and JCB (Japan Credit Bureau). The terminal accepts any debit card (direct payment card). The host may decline a debit or credit card for any of a number of reasons, however.

Who do I call if the totals reported by the host do not match the ones I have?

Call the Help Desk. See page 9 for the telephone number.

How Should I proceed if the host is down and I cannot get transactions approved?

If the host is down, debit transactions cannot be processed. Ask the customer to provide another payment method.

Perform credit transactions off-line, without using the terminal. Use the credit card manual slips you have stored. Get a voice authorization number from the credit card issuer. Take an imprint of the credit card number embossed on the credit card. Ask the customer to sign the manual slip.

When the host connection is re-established, enter the off-line transactions using the forced post transaction described on page 52. Additional information on forced posts can be found on page 37.

If a receipt was not printed correctly, do I need to perform the transaction again?

Do not perform the transaction again. If the approved transaction message was displayed, the host processed the transaction regardless of the receipt being printed or not.

If the problem is the paper roll, follow the replacement instructions (page 15) and perform a receipt reprint (page 82) after you set the printer working. The reprint must be done before you perform the next transaction or function.

However, if the printer was turned off during the original transaction, you cannot reprint the receipt even if you turn the printer on and perform a receipt reprint.

Terminal Error Messages

The following is an alphabetic list of the error messages generated by the terminal. Error messages sent by the host are not listed here.

Message	Possible Causes and Solutions
BASE NOT READY RETRY?	(Message does not apply to your configuration).
BATTERY LOW PLEASE RECHARGE	(Message does not apply to your configuration).
BATTERY LOW RECHARGING	(Message does not apply to your configuration).
CANCELLED	This message is displayed when a transaction is cancelled or when the terminal times out (that is, if it stays too long at a customer prompt). When this message is displayed, press **[CAN/ANN]** to return to the idle screen. See **Cancelling a Transaction** (on page 39).
CANNOT PROCESS PLEASE RETRY	This message may be caused by a host synchronization problem. In this case, just retrying the transaction is sufficient. If the problem persists, call the Help Desk (see page 9).
CARD MISMATCH	The card used during a debit refund or void does not match the original transaction stored in the terminal memory.
CASHBACK LIMIT EXCEEDED	You entered a cashback amount that exceeds the maximum configured (the cashback limit configuration is described on page 25).
CERTIFICATE FAILED	There is a problem with the security certificate in the terminal. When using Ethernet communication, verify that you entered all required communication parameters.
CHECK SPED	The terminal cannot communicate properly with the pinpad. Check if the connection between the pinpad and the terminal is correct (see page 13). Press **[OK]** to return to the idle screen or to start printing the receipt, if any. If the problem persists, call the Help Desk (see page 9).
CLOSE CURRENT BATCH	This message is displayed: • When you attempt to go into training mode but the current live or production batch is not closed; • When you attempt to come out from training mode but the current training batch is not closed.
COMMUNICATIONS ERROR (03)	This message is displayed when there is no host response or a bad host response is received. Call the Help Desk (see page 9).
COMMUNICATIONS ERROR (06)	This message is displayed when the keys in the pinpad do not match the keys setup on the host. Call the Help Desk (see page 9).
COMMUNICATIONS ERROR (09)	This message is displayed when the terminal is unable to connect to the host. An unplugged phone line or an empty phone number field are examples of this situation.
COMMUNICATIONS ERROR (10)	This message is displayed when the terminal is unable to connect to the Ingenico gateway. If the problem persists, call the Help Desk (see page 9).
DEBIT ONLY NEED PRINTER	If your configuration is debit only. You need the printer to be turned on. See the printer configuration parameters in **Printer and Receipt Configuration** (on page 31).
DIGITS DO NOT MATCH	The last four digits embossed on the credit card do not match those read from the magnetic stripe. Try re-entering the digits carefully. Check the card issuer specific instructions.
ERROR 401 COMM ERROR	A low level communication error occurred. Retry the transaction and call the help desk (see page 9) if the problem persists.
ERROR 402 COMM ERROR	A low level communication error occurred. Retry the transaction and call the help desk (see page 9) if the problem persists.
ERROR 403 COMM ERROR	A low level communication error occurred. Retry the transaction and call the help desk (see page 9) if the problem persists.
ERROR 405 COMM ERROR	A low level communication error occurred. Retry the transaction and call the help desk (see page 9) if the problem persists.
ERROR 406 COMM ERROR	A low level communication error occurred. Retry the transaction and call the help desk (see page 9) if the problem persists.

Message	Possible Causes and Solutions
FAILED TO INIT CALL HELP DESK	The terminal did not finish the initialization successfully. Retry initializing it 2 or 3 times and check for incorrect settings in your communications parameters. See these Sections: • **Terminal Configuration List** on page 33 to print a configuration list; • **Dial Configuration** on page 21 to change the dial configuration • **Ethernet Configuration – Customized (by Help Desk)** on page 22 to change the Ethernet configuration • **Other Configuration Parameters** on page 25 to change the other parameters If the problem persists, call the Help Desk (see page 9).
FAILED TO READ CARD	This message is displayed when the terminal cannot read the card magnetic stripe. Refer to the card swipe instructions on page 39 and to the following information: • *Debit cards* – if you receive the error message repeatedly after trying to swipe a debit card, ask the customer for another card or payment method. You may need to re-start the transaction if the alternate tender type is not debit; • *Credit cards* – if you receive the error message repeatedly after trying to swipe a credit card, perform the steps in **Manual Entry of Credit Cards** (on page 39).
FUNCTION NOT AVAILABLE	This message is displayed when the option you selected is not supported by your current configuration. Some of the possible reasons are: • If the terminal is not initialized with the host certain options are not available. Perform an initialization. See **Terminal Initialization** (on page 27); • If the terminal is in training mode and you attempt to perform a function not allowed in training; • If the printer is not configured and you attempt to select an option requiring printing. See **Printer and Receipt Configuration** (on page 31).
HOST CONNECTION FAILED	This message is displayed if the terminal cannot communicate to the host (either Ethernet or using the dial backup). Verify the Ethernet parameters. If the problem persists, call the help desk (see page 9).
INVALID CARD	The card number is invalid. Some possible reasons are: • You swiped a debit card during a transaction that accepts only credit; • You entered a debit card number manually; • You made a mistake while typing in a credit card number. Try re-typing it; • The credit card – even though being a valid credit card – is not accepted by your business.
INVALID CLERK ID	Re-enter the clerk ID. Zero is not a valid clerk ID.
INVALID DATE	You typed in an invalid date. Valid dates follow these rules: • The date is in the format “YYYYMMDD”; • The year in the format “19XX” or “20XX”; • The month is from “01” to “12”; • The day is a valid day. Note that the terminal date and time are re-synchronized with the host clock every time a transaction is performed.
INVALID ENTRY	Verify the valid values for the information you are entering and re-enter the correct information.
INVALID EXPIRY DATE	You typed in an invalid expiration date. The month (first 2 digits) must be from “01” to “12”.
INVALID IP ADDRESS	The IP address is not correct. Valid IP addresses follow these rules: • There are three points in the address; • There are four groups of 1 to 3 digits separated by the three points; • Each group of digits is from 0 to 255.
INVALID TIME	You typed in an invalid time. Valid times follow these rules: • The time is in the format “HHMM”; • The hour is from “00” to “23” (that is, a 24-hour clock format); • The minute is from “00” to “59”. Note that the terminal date and time are re-synchronized with the host clock every time a transaction is performed.
LESS THAN MINIMUM AMOUNT	This message is displayed when the ‘maximum amount to surcharge’ value is less than the ‘minimum amount to surcharge’ value.
LINE BUSY OR MISSING. RETRY?	This message when the terminal cannot dial during a debit transaction. Select **[YES]** if you want to retry dialing or **[NO]** if you want to cancel the transaction.

Message	Possible Causes and Solutions
LOCKED CALL HELP DESK	The terminal automatically locked itself because the wrong password was entered too many times. To unlock it, you need to call the help desk (see page 9).
LOCKED ENTER MANAGER PASSWORD	The terminal is locked and the password must be entered to unlock it. See **Unlock Terminal** on page 29.
MAXIMUM AMOUNT EXCEEDED	The total transaction amount (that is, tip, cashback and surcharge included where applicable) exceeds the transaction limit or the limit of the transaction amount prompt. If needed, call the help desk (see page 9) to find out about the transaction limits applying to your case.
NO KEY LOADED	The security keys are not present in the terminal (or pinpad). Call the help desk (see page 9).
NO LINE DETECTED	The terminal cannot detect a telephone line attached while attempting to call out: • Check if there is a line connected (see instructions in **Connections** on page 13); • Check if the line connected has a normal dial tone by plugging a telephone into the wall jack and checking the dial tone coming from it; • Telephone company services that change the dial tone may cause this message to appear. If you subscribe to such services as “Call Waiting” or “Call Answer”, you may need to change the dial prefix configuration described on page 22. If your terminal dials through a PBX-type system: • You may need to disable the line detection feature (see page 22). Some PBX-Type systems cause this message because they do not use the same voltage levels; • The “no” option of the line detection feature prevents this error message to be displayed (it does not mean your problem is solved, though).
NO RESPONSE FROM HOST	The host response is not received in the specified time length. Retry the transaction or function 2 or 3 times. Call the Help Desk if needed (see page 9).
NO TOTALS FOUND	You typed in a batch number that does not match any of those stored in the terminal memory.
NO TRANSACTION FOUND	This message is displayed: • When the terminal searches the transaction memory storage but there are no transactions matching the search criterion selected; • When the terminal searches the pre-authorization memory storage during a pre-authorization completion but there are no pre-authorizations matching the original pre-authorization number entered; • When the terminal searches the pre-authorization memory storage during a consecutive pre-authorization but there are no pre-authorizations matching the original pre-authorization number entered.
NOTHING TO CLOSE	You performed a batch close but the batch is empty. There are no transactions to close.
NOTHING TO PRINT	You performed a reprint but there is no receipt or report to be reprinted. See page 82 for additional details.
OPTION NOT AVAILABLE	This option is not available at this moment. If the terminal is locked, unlock it and retry.
PIN TOO SHORT REENTER	During a debit transaction, the customer entered a PIN that is less than four digits long. The PIN must have from four to 12 digits.
PING FAILED PRESS OK	The ping test was not successful. Verify the connections, the address to ping and the Ethernet parameters. If the problem persists, call the help desk (see page 9).
PRE-AUTH MEMORY FULL	This is a warning message indicating the storage area for pre-authorizations is full. It does not prevent you from performing a pre-authorization. Performing a pre-authorization completion would release some memory space. See page 27 for an explanation on the memory storage.
RANGE	(Message does not apply to your configuration).
SELECTION NOT VALID	Your configuration is debit only but you tried to select pre-authorization (a credit-only transaction) as the default transaction. For debit-only configurations, only sale can be default.
TAKE IMPRINT OF CREDIT CARD	The card number was typed in and an imprint of the embossed card number is needed, together with the customer’s signature on the receipt.
TCP CONNECTION FAILED	There is a problem with the Ethernet connection. Verify if the Ethernet cable is plugged in correctly (see instructions in **Connections** on page 13).

Message	Possible Causes and Solutions
TERMINAL INITIALIZATION REQUIRED	The terminal must be initialized with the host to receive new parameters: • If your terminal is new, you must perform the steps to configure a new terminal. See **Set-up Steps** (on page 10); • If you already performed the terminal configuration, see **Terminal Initialization** (on page 27).
VALID VALUES ARE FROM 10 TO 30 SECONDS	The backlight time value is out of the valid range. Re-enter the time period.
VALID VALUES ARE FROM 5 TO 90 SECONDS	The time-out entered is out of the valid range. Re-enter the time period.
WRONG PASSWORD PLEASE RE-ENTER	The wrong password was entered. Carefully re-type the password. See also the message LOCKED, CALL HELP DESK.
ZERO AMOUNT NOT ALLOWED	This message is displayed if the entered debit sale amount is zero and the clerk attempts to enter a zero cashback amount.

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Remove the rest of the document from the printed copy.

Avoid printing these remaining pages:

At the Page Range Area of the Print box in Word, click on "Pages" then enter "s1-s12" (Section 1 to Section 12)

Ingenico Generic Application for i5100 / 5310 / 7780 – Emergis Host – User Manual
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